

SOUFLO

RETURN POLICY

Due to the nature of the products we sell some of our products have different and stricter return policies than others.

- **Faucets, sinks, saws, drill bits, pull handles, clamps, hinges, knobs, stand offs and spigots**

We will accept returns within one month of the date the product was delivered to customer. Product must be in it's original packaging and unused. If product had already been installed we cannot accept returns.

- **Complete shower enclosures.**

We will accept returns within 7 days from the date product was delivered to customer. Product has to be in it's original packaging and carton must not have been opened. After opened it is impossible to re-package and carriers will not transport it.

Suggestions to avoid any issues:

- At arrival, verify product is what you expected.
 - Make sure the size fits your requirements.
 - Check if color is correct.
 - Check for any damages cause by us or at transportation. If found, please take pictures and document it.
- If you are not ready to install yet, still check as above in order not to run the return policy deadline.
- In case of defective products, refer to our warranty. After documenting the issue we will either replace the product or send you the necessary part to be fixed.

CARE AND MAITENANCE

Materials:

Stainless Steel and Brass:

Stainless steel is a very durable and resists well to rusting. At the same time it scratches easily and can get damaged by abrasive cleaning products.

Use alkaline, alkaline chlorinated, or non-chloride containing cleaners

Aluminum:

Clean regularly using a soft cloth dampened and a diluted solution of mild detergent and warm water. Dry with a soft cloth.

Do not use bleach or use any detergent containing sulphuric or hydrochloric acid.

