

## RETURN POLICY

### **ISINGLASS PRODUCT GUARANTEE**

ALL ISINGLASS GLASSWARE IS HAND-MADE FROM THE HIGHEST QUALITY ARCHITECTURAL GLASS. PLEASE USE CAUTION AS YOU WOULD WITH ANY GLASS PRODUCT. MANUFACTURER/SUPPLIER IS NOT RESPONSIBLE FOR CUTS OR INJURIES SUSTAINED DUE TO BREAKAGE. GLASSWARE IS NOT WARRANTED AGAINST ACCIDENTAL BREAKAGE.

- NEVER PLACE IN MICROWARE
- NEVER PUT PRODUCT IN OVEN OR BROILER
- NEVER EXPOSE GLASSWARE TO A DIRECT FLAME
- NEVER POUR BOILING OIL OR WATER DIRECTLY ONTO PRODUCT

**ALL PRODUCT SHOULD BE OPENED IMMEDIATELY UPON RECEIPT**

### **PRIOR TO RETURN**

#### **RETURN AUTHORIZATION MUST BE OBTAINED FROM ISINGLASS**

- PRODUCT DEFECTIVE DUE TO MANUFACTURE, WORKMANSHIP OR MATERIALS
- PRODUCT DAMAGED DURING SHIPMENT
- PRODUCT RECEIVED AS SAMPLES
- PRODUCT SHIPPED IN ERROR
- CUSTOMER RETURNS

**RETURNS MUST MEET APPLICABLE CRITERIA AS OUTLINED BELOW**

### **CRITERIA DETAILS**

IN ALL CASES, A **RETURN AUTHORIZATION** MUST BE OBTAINED FROM ISINGLASS CUSTOMER SERVICE, 317-815-5590. PRODUCT MUST BE RETURNED **WITHIN 15 DAYS** OF RETURN AUTHORIZATION DATE, OR RETURN AUTHORIZATION IS NULL AND VOID.

- PRODUCT **DEFECTIVE** DUE TO MANUFACTURE, WORKMANSHIP OR MATERIALS IS RETURNABLE WITHIN 30 DAYS FROM RECEIPT OF PRODUCT.
  - IN THE CASE OF **DEFECTIVE** PRODUCT, RETURN SHIPPING FEES WILL BE PAID BY ISINGLASS.
  - **DEFECTIVE PRODUCT MUST BE RETURNED WITHIN 15 DAYS** OF RETURN AUTHORIZATION DATE, OR RETURN AUTHORIZATION IS NULL AND VOID.
  - REPLACEMENT PRODUCT MAY REQUIRE AN ADDITIONAL 8-10 WEEKS FOR CUSTOM ORDER PRODUCT TO BE RE-SHIPPED AND DELIVERED IF NOT IN STOCK.
  
- PRODUCT **DAMAGED** DURING SHIPMENT
  - THE SHIPPING COMPANY WILL BE RESPONSIBLE FOR DAMAGE COSTS INCURRED DURING SHIPMENT.
  - PLEASE EXAMINE PRODUCT PRIOR TO SIGNING SHIPPER'S RELEASE. ONCE PRODUCT IS SIGNED FOR, YOU HAVE ACCEPTED LIABILITY FOR THE PRODUCT.
  - **DO NOT ACCEPT DELIVERY** IF PRODUCT IS OBVIOUSLY BROKEN DURING SHIPMENT, I.E., THE BOX SOUNDS LIKE BROKEN GLASS WHEN SHAKEN.
    - PLEASE DOCUMENT CONDITION OF PACKAGE RECEIVED, INCLUDING PHOTOS IF POSSIBLE, FOR THE SHIPPING COMPANY.
  - REPLACEMENT PRODUCT MAY REQUIRE AN ADDITIONAL 8-10 WEEKS FOR CUSTOM ORDER PRODUCT TO BE RE-SHIPPED AND DELIVERED IF NOT IN STOCK.
  
- PRODUCT SHIPPED IN **ERROR**
  - UPON RECEIPT OF PRODUCT SHIPMENT, ALL ITEMS SHOULD BE EXAMINED UPON RECEIPT TO CONFIRM CONDITION, CORRECT COUNT, QUALITY, COLOR, SIZE, ETC.
  - RETURN SHIPPING FEES FOR PRODUCT SHIPPED IN ERROR BY ISINGLASS WILL BE PAID BY ISINGLASS.
  - PRODUCT **MUST BE RETURNED WITHIN 15 DAYS** OF RETURN AUTHORIZATION DATE, OR RETURN AUTHORIZATION IS NULL AND VOID.
  - REPLACEMENT PRODUCT MAY REQUIRE AN ADDITIONAL 8-10 WEEKS FOR CUSTOM ORDER PRODUCT TO BE RE-SHIPPED AND DELIVERED IF NOT IN STOCK.

- **CUSTOMER RETURNS**
  - ITEMS ORDERED INCORRECTLY BY THE CUSTOMER MUST BE REPORTED TO ISINGLASS **WITHIN 15 DAYS** OF RECEIPT ALONG WITH A DESCRIPTION OF THE CORRECT PRODUCT TO BE ORDERED.
  - THE RETURN OF ITEMS ORDERED INCORRECTLY BY THE CUSTOMER MUST BE APPROVED BY ISINGLASS AND ASSIGNED A RETURN AUTHORIZATION NUMBER.
  - THE RETURN TO STOCK FEE IS **25%** OF THE RETURN, PLUS ALL SHIPPING COSTS TO RETURN THE PRODUCT; RETURNS OF THIS NATURE MUST BE SHIPPED FREIGHT PREPAID BY THE CUSTOMER.
  - PRODUCT MUST BE RETURNED WITHIN 15 DAYS OF RETURN AUTHORIZATION DATE, OR RETURN AUTHORIZATION IS NULL AND VOID.
  
- **UNACCEPTABLE RETURNS**
  - CUSTOM ORDERS MAY NOT BE RETURNED.
  - RETURNS WITHOUT A RETURN AUTHORIZATION WILL NOT BE ACCEPTED.
  
- **PRODUCT DAMAGED AFTER RECEIPT**
  - PRODUCT DAMAGED BY THE CUSTOMER AFTER RECEIPT WILL BE DOCUMENTED IF REPORTED, BUT NOT AUTHORIZED AS A RETURN.
  - REPLACEMENT PRODUCT MAY REQUIRE AN ADDITIONAL **8-10** WEEKS FOR CUSTOM ORDER PRODUCT TO BE RE-SHIPPED AND DELIVERED, IF NOT IN STOCK.