



RETURNS, EXCHANGES AND CANCELLATIONS

Each exchange, cancellation and or return request will require a manager's approval.

All approved returns, and/or exchanges must be done within 14 calendar days of the date of sale. Refunds may be in the form of an "in store" credit.

All mirrors are subject to a 72-hour (3-day) return policy. After 72 hours mirrors are final sale and non-refundable.

Any and all claims, exchanges, returns and cancellations must be accompanied by the bill of sale, must be in the original packaging, and must be in resalable condition.

Customer is responsible for ensuring merchandise is in good condition before leaving the store. Dynasty bathrooms will not be responsible for damage and defects incurred once the product has left the building.

Any and all returns and/or cancellations may be subject to a restocking charge. All special order items may also be subject to shipping and handling charges.

All tiles, grouts, levelers, glues, thinsets and finishing materials, as well as anything specially modified, cut, bent or formed are considered final sale and non-refundable.

Shower doors are considered special-order items: payment is required in full and special-ordered doors are non-refundable.

Acrylic units that will be stored by the customer in unheated areas should not be moved while frozen- this could result in damage to the unit. Dynasty bathrooms is not responsible for damages incurred after the product leaves our warehouse.

All floor models and clearance items are final sale, and not refundable.

A minimum 1-hour charge applies to hourly installation jobs. Time starts when installers leave dynasty bathrooms.

All sales, deposits, etc. paid by credit card over \$5000.00 will be subject to a surcharge of 3%.

All freight and labour charges are not refundable.

All merchandise will be subject to a 10% warehouse fee if not picked up within 20 business days.