

LIMITED WARRANTY:

Herbeau Creations of America (HCA) warrants the quality of its products (except for finishes) to be free of defects in material and workmanship for a period of five years from the date of purchase as indicated by the purchaser's receipt. Product defects attributable to abuse, misuse, improper installation, hard water, marine/outdoor environment, improper maintenance or accidental damage are not covered by any warranty.

This warranty is limited to defective parts replacement only. Labor charges and/or damages incurring during installation, repair, removal or replacement are not covered. Any incidental or consequential damages resulting from any defects in material are not included.

Some states do not allow the exclusion or limitation of consequential damages; therefore if such exclusion or limitation is applicable, the above limitation may not apply to you.

Finish	Warranty
Polished Chrome (48)	5 Year
Old Gold (52)	2 Year
Old Silver (53)	2 Year
Polished Nickel (56), Hammered Polished Nickel (65)	5 Year
Brushed Nickel (57), Hammered Brushed Nickel (77)	5 Year
Satin Nickel (60), Hammered Satin Nickel (66)	2 Year
Solibrass (49) Hand-Painted Decorations on Vitreous China & Earthenware Products	Limited Lifetime (Herbeau will warrant finish for as long as the original consumer/purchaser owns their home)
Herbeau Creations of America does not offer a warranty on the following Living Finishes:	
Polished Brass (55)	None
Polished Copper & Brass (58)	None
Weathered Copper & Brass (59), Hammered Weathered Copper (61)	None
Weathered Brass (70)	None

Living finishes are unique in that over time exposure to climate, touch and moisture will cause the metal to oxidize and the finish to change. These variations in color and tone are part of a naturally occurring oxidation process.

All Fireclay products carry a 1 year warranty on manufacturer defects and a 10 year warranty against fading or staining.

GENERAL CONDITIONS OF SALE AND DELIVERY

TERMS: From the date of invoice Net 30 Days. A service charge of 1½ % per month (annual percentage rate: 18%), will be charged on all invoices outstanding over 90 days. Herbeau Creations of America reserves the right to ship on C.O.D. terms where deemed necessary. Prices, discounts and terms are subject to change without notice.

FREIGHT: All shipments are F.O.B. our warehouse. We reserve the right to ship merchandise by the method of our choosing.

DROP-SHIPMENT: A \$10 fee will be charged for all drop-shipments.

CLAIMS: Claims for shortages & damages must be made within 72 hours of receipt of merchandise. Customer must note on bill of lading for freight shipments: "Merchandise subject to inspection". Any visible damage should be noted immediately on the bill of lading before signing. You must report any concealed damage within 72 hours of receipt. Herbeau Creations of America's responsibilities cease thereafter. **All claims must be submitted to HCA through the showroom where the product was purchased.**

RETURN POLICY: A Return Goods Authorization (RGA) Form must be obtained prior to returning any merchandise to Herbeau Creations of America. Merchandise held longer than 90 days after date of shipment will not be accepted for return. HCA offers UPS Call Tags for returning defective items; original freight charges will be credited on returns / RGA's. Products must be returned in their original packaging. All returned merchandise is subject to inspection and approval by HCA. Once approved for return, the following restocking charges will apply:

0-45 DAYS: 25% RESTOCKING CHARGE / 46-90 DAYS: 50% RESTOCKING CHARGE

SPECIAL ORDERS: Products that have an asterisk "*" at the end of the pattern / finish indicate that the item is a special order. Please note that special orders are non-returnable. Once a special order item is in production, it may not be cancelled. Please allow a minimum lead time of 6-8 weeks from the date of order.