

## Cancellation and return policy

Schmidlin USA products that are not stocked in the Miami warehouse are built to individual specifications and manufactured only after the order is placed. In essence, each product ordered becomes a “one-of-a-kind”.

With this degree of customization, very few orders are eligible for cancellation or return once the order has been placed. Please see below for the specifics regarding returns, changes and cancellations.

### Cancellations and changes

- Orders can be cancelled or changed within 24 hours, without fee if not produced or packed yet upon Schmidlin USA’s approval, thereafter the standard cancellation conditions and fees apply as per this document.
- Priority orders cannot be cancelled.
- Products that are made to order or have additional options cannot be cancelled or returned.
- Washbasins with built-in furniture (e.g., EVO) cannot be cancelled or returned.
- To be eligible for cancellation or return, products must be:
  - White gloss bathtubs in standard sizes (matte white for the FRAME line)
  - White gloss or matte black stockwashbasins with no additional options
  - White gloss shower bases in standard sizes (60x30 and 60x32)
- Requests for returns must be made within 60 days of the shipment date.

### Fees

- Cancellations and returns are subject to a 25% restocking fee plus the cost of shipping.

### Packaging and condition

- Products can only be returned if they are in their original, unopened packaging and in perfect condition.