

Return Policy

Chariot takes pride in designing an exceptional experience for our customers. We realize at times you will need to return or exchange items due to items being shipped broken, bent, deformed or maybe you simply changed your mind. In the event one of these scenarios occurs, we will make this part of the process as seamless as the rest of your experience here at Chariot. Below are the points that you should be made aware of by your Sales Representative.

We will accept returns within 120 days of the sales order date.

Items listed below are subject to a Return Fee:

- **Stocked Items** will be subjected to a Return Fee if the item packaging is damaged and/or box is written on or the item is not in original packaging.
- **Special Ordered Items** returned will automatically incur a Return Fee (at the discretion of the Sales Representative) in order to cover fees charged by the manufacturer to Chariot.

In addition:

- **Custom orders or atypical items** will NOT be eligible to be returned.
- **Installed items** will NOT be eligible for return.
- **Clearance/Discontinued** models are considered FINAL sales and CANNOT be returned.
- **Defective/Warranty Items** we will be happy to accommodate and help you through the warranty process.
- Any parts that arrive damaged **MUST** be reported within **7 days** of receiving the item.
- Returning **6+ items** may be subject to a return fee. Due to labor incurred in restocking large quantities of items returned.

Items must be new, in resellable condition, and with its original packaging. Whenever a return request is made, our Return/Warranty Specialist will provide a response within 48 hours unless an RGA (returns good authorization) is required. If approved, our Return Specialist will issue the credit and our accounting team will issue the refund.

If there is ever any issue regarding a return where a Chariot member has made an error, Chariot will happily waive any of the above terms to make sure that you are completely satisfied with your experience.

Chariot Plumbing Supply and Design's Return/ Exchange policy is as stated above. Chariot reserves the right to deny any return/exchange request as it sees fit. Chariot also reserves the right to retain and apply return credits toward an owed balance rather than issuing a refund. Chariot reserves the right to waive or alter the contents of this policy at any time without notice.

Chariot offers a 120 day return/ exchange period on returnable items with accompanying receipt or other proof of purchase. All items being returned/exchanged must be in new sellable condition as when purchased. Chariot will inspect its returns to determine its state of the item. If the item is returned in less than satisfactory condition, Chariot reserves the right to deny the return or charge restocking/handling fees.

Returning Company: _____

Filled out by: _____

Original Invoice: _____

PO Number/Job Name: _____

Quantity: _____

Model Number: _____

Reason for Return: _____

Item Location: _____

****Please see the return policy. All items are subjected to inspection.** Chariot reserves the right to reject the return or charge a restocking fee for any or all of the following reasons.

- Missing template
- Damaged or incorrect packaging
- Products that need to be cleaned
- Items that have been custom ordered
- Product that has been installed
- Damaged due to installation or improper handling/care
- Missing parts

For all Blanco warranty returns we MUST be provided with the sink or the following 3 pictures of the sink:

- An overall picture of the whole sink
- A picture of the damage
- Serial number located on the bottom of the sink

Please email returns@chariotwholesale.com if you have any questions or concerns.

Print Name: _____

Date: _____