

## LEADING

We have two to four business days for leading time and replacement or part of the set will take longer for packaging reinforce and fragile service.

## SHIPPING

We can ship anywhere in the contiguous United States. Unfortunately, we are unable to ship to Hawaii and Alaska or any other islands.

When you place an order, we will estimate shipping and delivery dates for you based on the availability of your items. Once your order has been processed and picked up by the carrier, we will provide you tracking information. Normally, shipping would take 7 to 10 business days but during the pandemic, it may take longer than expected.

\* The shipping time is only an estimate, not a guaranteed service. It may change along with the local situation and weather. \*

\* All carriers/delivery teams will only provide curbside delivery. Due to liability reasons, delivery inside, the driveway, or any possible private area is not allowed\*

\* Buildmyplace.com will not cover any expense for your project if there are any changes of the shipping time, please order ahead. \*

Please note that the shipping rate for many items we sell are weight-based. The weight of any such item can be found on its detail page. To reflect the policies of the shipping companies we use, all weights will be rounded up to the next full pound. Shipping fee is included in the price for most of the item.

The carrier will call you to set up a delivery time, please have someone who is at least 18 years old at the address to inspect and sign to receive the order.

It will be considered as a return if no one is answering the phone, the carrier will send it back to us, and the return shipping fee will be deducted from the refund amount.

And the carrier is not able to hold the item if you are not able to receive the item in a short period of time.

When you receive your order, please check for any damages or issues. If there is any damage or cracking, please leave a note on the receipt sheet and report any issues to our company. You have 48 hours to report any damages. If that time is over, the time frame for reporting damages will be closed. Please be aware about this issue when you receive the items.

Please check receiving instruction for more details.

## FOR LARGE ORDERS:

With no minimum quantity on orders per product, you are able to customize one container load that best fits your needs. A selection of Vanities, Faucets, Bathtubs, Bathroom Accessories and Shower Sets to complete a minimum of a 20' Container. Our mixed container policy, gives our customers the opportunity to purchase a large selection of products directly from our distribution warehouses or manufacturing plant, with a lower investment.

## RETURN POLICY

You may return most new, unopened items within 30 days of delivery, the cost of shipping and return shipping will be deducted. Buildmyplace.com will pay the return shipping costs if the return is a result of our error (you received an incorrect or defective item, etc.). In addition, there is a 25% restock fee for all vanity returns. Anything transferred to worldwide by customer will not covered by our Policy or warranty.

Any clearance or discontinued models are final sale as stated in product descriptions.

You should expect to receive your refund within four weeks of giving your package to the return shipper, however, in many cases you will receive a refund more quickly. This time period includes the transit time for us to receive your return from the shipper (5 to 10 business days), the time it takes us to process your return once we receive it (3 to 5 business days), and the time it takes your bank to process our refund request (5 to 10 business days).

If you need to return an item, please Contact Us with your order number and details about the product you would like to return. We will respond quickly with instructions for how to return items from your order.

## RECEIVING INSTRUCTION

The delivery company/driver will contact you (make an appointment) before the delivery.

Buildmyplace.com makes sure the customer is 100% pleased. Our team ensures that orders are perfectly packaged to minimize room for damage, checked for the correct item and shipped on time.

\*Buildmyplace.com only covers any additional shipping cost that is causing by us or the carrier, any not related reason such as missing delivery appointment, requesting the carrier to hold the order, will be at your expense. It will be considered as a return if you cannot finish the payment of the shipping cost for any not-Moreno-related reason, and the return shipping cost will be deducted from your balance and a refund will be issued after we receive the return.\*

## UPON THE ARRIVAL OF YOUR ORDER PLEASE FOLLOW INSTRUCTIONS BELOW:

Inspect all packages at the time of delivery BEFORE signing the receipt.

(Some carriers may not let you open the package before sign to receive it during certain situation. It is ok but please inspect the surface/outside of the box(es) and mark anything suspicious/condition on the receipt and receive the item(s), and follow the instructions below, or contact us right away)

Please open Top of the box and inspect the item. If there is any damage, big or small, please note on the receipt before signing.

You must inspect and SIGN:

Box crushed, torn, smashed or ripped

If arrived with NO PALLET

Shrink-wrap is Torn

Any Dents on Box

Crack on Counter Top

Arrived with NO Straps

Wet or Dirty Box

\*Be as specific as possible and note all damages to the box. It will only benefit you in the rare case of damages inside the shipment\*

The Bill of Lading is a binding contract, signing it without proper notations means that the shipment was received in good condition. Without proper notations, the carrier will deny any claims filed, which may jeopardize our ability to send you a replacement.

For returns due to damage:

You have 48 hours to report your damaged item if signed as “received damaged” on the Bill of Lading. Otherwise, a replacement will be at your expense.