

Frank Webb Home

BATH ▪ KITCHEN ▪ LIGHTING

Frank Webb Home Sale Satisfaction Policy

We like to keep this simple

If you are not satisfied with an item you purchased from one of our showrooms, we will help you get what you need or process a return & issue credit.

We know that you might be in the middle of a project and in need of a quick solution. In order to help you in the most efficient manner, please call your [local showroom](#) so we can get your paperwork ready before you arrive. For more efficient service, please have your receipt handy.

Defective Items & Replacement Parts – We have the solution.

There's always a way.

The products provided by Frank Webb Home are typically defect free and protected by manufacturers' warranties. If you experience a defect, we want to help. We'll look up your sale and get the specifics of the issue. An associate will facilitate the replacement of the defective part(s) via warranty request with the manufacturer on your behalf. In the case of parts needed not under warranty coverage, we can still work with you to find what you need.

Please note that we often need pictures so we can reach out to the manufacturer with accurate information. In certain cases, it is quickest when you speak directly with the manufacturer's technical department or the local representative to best describe the issue & answer specific questions. We will help coordinate this conversation, and your Frank Webb Home consultant will be by your side until you get what you need.

Returns & Exchanges

The receipt:

A receipt always helps. Please have it with you when you call, and we'll walk you through the specifics. If you cannot find your receipt, we will ask for details in order to look up your transaction. To help ensure fairness to all customers, we do require a receipt in certain situations.

Your consultant will retrieve the record of your transaction & schedule a time to meet so your credit is issued quickly when you arrive with your item(s) & receipt. If you bought something too big to fit into your car, we will schedule a date for one of our trucks to pick up the item where it was originally delivered.

Handling & Restocking fees:

All items are inspected upon return and must be in their original, unmarked and damage-free packaging. All parts and instructions must be included. Items returned without packaging may incur a re-boxing charge from the manufacturer or be refused. Items that were special order, will incur a restocking fee and return freight charge with the manufacturer. Please see our ***Special Conditions*** section for details and exceptions.

The Refund Process:

Credit & debit card transactions are typically reimbursed to the original card.

Cash transactions for items exceeding \$50.00 and all **check transactions** are reimbursed via refund check from the corporate office. These checks are sent out via USPS to your address within 72 business hours of the day your return is processed in the showroom.

Merchandise credits will be issued as needed in individual circumstances.

Special Conditions

We want to be fair with our returns & exchanges. To help protect our customers, we may either require a receipt, clear pictures, or perform an item inspection in order to process your credit or partial credit.

Exceptions not limited to the following are not part of our return policy, and in these situations, we decline a return or exchange:

- Items that were not purchased directly from Frank Webb Home
- Products with any missing parts or damage that occurred after purchase
- Items deemed non-saleable due to condition of packaging or product
- Non-defective items that have been installed or partially installed
- Products not returned in a reasonable amount of time after the sale
- Made-to-order items, display sale pieces & fire sale items sold as non-returnable

Abuse of Return Policy

We reserve the right in uncommon situations to refuse a return at the discretion of the Frank Webb Home team.