

Terms and Conditions

Zoroufy® manufactures stair accessories for indoor decorative purposes only. Zoroufy® Stair-Hold and Stair Rod products should NOT be used as the sole means of carpet or runner installation. Products are not intended for outdoor or marine use.

MINIMUM ORDER: Zoroufy® does not require a minimum order.

COMPLETE SETS: Zoroufy® products are sold in complete sets. Each set includes one rod, one pair of brackets, and one pair of finials. If a customer is in need of a single part such as a bracket or finial, they must have placed a previous original order with Zoroufy®. Without an original order to reference, there will be a 25% surcharge in addition to the price of the item being purchased. This applies to every collection except the Dynasty, Stair Jewel, and Grand Dynasty Collections. These three collections are sold only as complete sets. Individual pieces will not be sold from these collections.

TERMS: Visa, Master Card, and American Express are accepted payment options. Effective Jan 1, 2017, Zoroufy® requires all dealers to prepay orders by credit card.

SHIPPING: Most orders ship within 24 hours of being paid for. All delivery dates are estimates and not guaranteed by Zoroufy®. Expedited shipping services are available upon request at an additional cost. All orders over \$100.00 will be insured. The buyer is responsible for shipping charges on all orders and returns. Duties, taxes, and brokerage costs are the responsibility of the buyer for shipments to Canada and most international countries. Buyers are encouraged to use third party shipping via UPS or FedEx. It is recommended not to schedule installation until product is received. Claims for shortages or damages must be made upon product receipt.

DROP SHIP: Zoroufy® can drop ship orders directly to your customer at no additional charge.

RETURNS: All returns must be made within 30 days of purchase. A Return Authorization Form must accompany all returns. Product must be in original condition and properly packaged. Refunds will be issued to the original form of payment upon inspection and approval of returned product. Zoroufy® cannot accept a return or provide refund for items that have been mishandled, damaged, stained, painted, installed, or show signs of installation. Zoroufy® is not responsible for any installation costs. No cash refunds will be given. Zoroufy® does not accept rods that have been cut as returnable. Zoroufy® will not provide credit on product that is damaged during return transit due to improper packaging. It is recommended that packages be insured prior to shipment. Shipping and delivery charges are non-refundable. Shipping costs regarding a return or exchange are the sole responsibility of the buyer.

CUSTOM CUTTING: Zoroufy® will custom cut rods at no additional charge. We recommend stair rods are cut 1.5" longer than the width of the carpet runner. The buyer/installer is responsible for all measurements. Zoroufy® is not liable for measurement errors.

BRASS PRODUCT WARRANTY: Zoroufy® warrants that brass products are free from defect or product will be replaced with like item. Installation costs are not the responsibility of Zoroufy® and cannot be refunded. NOTE: some minor variations in color or finish may occur. Warranty remains in effect only if the recommended cleaning process is used.

WOOD PRODUCT WARRANTY: Zoroufy® does not cover damage due to cleaning, climate, installation, wood finishing, or any general wear and use over time. Due to the natural variations in wood product, the vent may vary in color and/or finish as it ages and is not considered a manufacturing defect. Zoroufy® is not responsible for any issues regarding the climate a wood vent is used in or how it is cleaned. Liquids and high moisture environments are not recommended to come into contact with wood vents and are likely to damage the wood. Any questions or concerns can be directed towards customer service at info@zoroufy.com

CLEANING INSTRUCTIONS: Use only a soft dry cloth when cleaning Zoroufy® products. Zoroufy® products have a protective lacquer coating to resist tarnishing. Cleansers or chemicals may remove this coating. If cleaning carpet, runner, or surrounding areas with chemicals or any liquid, remove Zoroufy® products and replace only when area is dry. If cleaning wood floor register or vent, use only a dry cloth.

MINIMUM PRICE ADVERTISING POLICY: In order to maintain the Zoroufy® brand, dealers are asked not to advertise any Zoroufy® products at a price lower than outlined in our Suggested Retail Price Lists. Following this Advertised Price Policy is a requirement to be a Zoroufy® dealer.

DISCLAIMER: Zoroufy's prices are subject to change without prior notice. Terms and Conditions are subject to change at any time. Contact Zoroufy® for the most up to date Terms and Conditions.

Zoroufy®