



Kentucky Home Fashion

www.magnushomeproducts.com

www.ricoplato.com



Custom Order Specialty Sinks, Bathtubs and Range Hoods

All of our custom sinks, bathtubs and rangehoods are handcrafted and manufactured to your specifications at the time of order. You are responsible for the full payment at the time of purchase. The manufacturing lead time is approximately 2 weeks for copper sinks, bathtubs and rangehoods from Mexico, approximately 10-12 weeks including shipping for copper bathtubs from India, 12-15 weeks for stone bathtubs including shipping, and 16-20 weeks including shipping for wooden bathtubs.

We do everything possible to assure a smooth and prompt delivery of your custom item. However, please be aware circumstances out of our control may arise and result in a delay in the production or delivery of your custom product. Please feel free to check the status as the estimated ship date and delivery time approaches and we will gladly follow-up to give you a more specific idea of the current timeline.

When the product ships, you will be notified via email. You will receive photos of your actual product at the factory and in its packaging before shipment. Copper sinks will ship by FedEx directly from the factory to your home. Bathtubs and range hoods will ship directly from the factory to your home via a motor freight company. A representative with the truck company will call you at least 24 hours in advance to schedule a window for you to be there. These tubs and range hoods require use of a liftgate; the item will be unloaded at the back of the truck to your curb or onto a loading dock.

The driver will **not** carry the rangehood or bathtub onto the driveway or anywhere on your property, nor will it be brought into your home (this is due to liability). We recommend having assistance on-site to aid in transporting the product to its final destination as these items are heavy. Generally the truck company schedules deliveries Monday-Friday from 9am to 5pm. Upon delivery, please inspect all items carefully for any damage that may have occurred in transit and contact us immediately to report a problem.

Our specialty sinks, bathtubs and rangehoods are manufactured from natural materials, making no two pieces exactly the same. These naturally occurring variations are not to be considered a defect in craftsmanship but rather what makes your handcrafted tub a one-of-a-kind showpiece.

Each computer monitor displays colors differently. Thus, Magnus Home Products cannot be held responsible for discrepancies between the actual product

color and the tone your screen depicts. Descriptions of merchandise are provided only as a guide of what to expect. Please expect variances in colors, textures and other features.

Custom Sizes - If you request a custom size for a wooden bathtub, copper bathtub or copper sink, we may be able to accommodate your needs at an additional charge. We ask you provide custom size inquiries by marking changes on our downloadable spec sheets found on the page of the specific product. Please submit these revisions to us. The factory will create custom CAD drawings for the unique bathtub within 3 business days and we will email them to you for approval.

Return Policy

These products are custom-made and thus non-returnable. You may cancel an order and have the amount refunded to your credit card within 24 hours of placing the order. Thereafter, these orders are non-refundable unless damage occurs during transit. We regret being unable to make exceptions.

All questions and special order requests may be directed to support@magnushomeproducts.com or you can call us at 877-738-0939. When considering or placing an order if you feel uncertain about any step please contact us for assistance.

Customer Signature

Date