



TERMS AND CONDITIONS

ORDERING

Toll Free: (800) 932-2358 **Phone:** (702) 651-1304

Fax: (702) 651-1303

Shop Online at: www.VicenzaDesigns.com

Mailing Address: 4675 Vandenberg Drive, N. Las Vegas, NV 89081-2733

Office Hours: 7:00 A.M. - 4:00 P.M. Pacific Time - Monday through Friday except national holidays.

PRICING

Vicenza Designs strives to ensure the accuracy of all information provided. However, Vicenza Designs is not responsible for errors, omissions or misprints. All prices and manufacturers' specifications are subject to change without notice. Sales tax is collected in Arizona and Nevada on orders without a tax exemption certificate on file with Vicenza Designs.

SHIPPING

Vicenza Designs offers free shipping on all retail orders shipped within the Continental United States. All orders are shipped via UPS Ground, FedEx Ground, Motor Freight or USPS. Air shipments are available at an additional charge. Air and international shipment costs will be confirmed with customer prior to charging credit card.

DELIVERY

Vicenza Designs' products are handmade to order. Please allow up to 4 weeks for delivery. Exceptions may apply - see product description.

INTERNATIONAL ORDERS

Please note that additional freight, duty, taxes and US customs charges may apply. These charges are not charged by Vicenza Designs. For additional information please contact your local Customs Office.

PAYMENT

Accepted forms of payment include Visa and MasterCard. Net terms may be established with companies that complete a credit application and pass the approval process.

RETURN/CANCELLATION POLICY

Vicenza Designs' products are handmade to order, therefore returns and cancellations are subject to a 50% restocking fee if returned within 30 days. Please contact customer service for return instructions. Cancellations made within 48 hours of order placement will be exempt of the restocking fee.

WARRANTIES

Vicenza Designs warranties their products for 10 years against manufacturer defect. For warranty service please call customer service at (800) 932-2358 or email info@VicenzaDesigns.com.

DAMAGED GOODS

Refuse Shipment - If your package appears damaged at the time of delivery you have the right to refuse the shipment.

Notification of Damage - If a package arrives damaged please notify us within 24 hours. Please retain the original shipping cartons as examination by a carrier inspector may be necessary. For motor freight shipments notify the carrier immediately of the damage and then contact Vicenza Designs.