

Better Vanity

Shipping, Damage & Return Policy

Better Vanity Shipping Lead Time

We have two to four business days for lead time. Replacements and partial or custom set delivery will generally take a little longer for added attention to packaging, reinforcements, and protection for fragile items and parts.

Better Vanity Pickup Locations

We have only two pick-up locations available: Commerce, CA, and Saddle Brook, NJ. Not every single item is available for pickup, so please call us first to check if the item is available.

If the item option is available, and you choose to pick it up from our warehouse, we will email you a confirmation and the packing slip when the item is ready. The leading time is the same. It is not possible to rush any order.

Our warehouses are only for authorized personnel and unavailable for public visits. For your safety, please do not enter the warehouse for any reason. Better Vanity is not responsible for your safety. If you need help, please check in with the front office, our staff will assist you.

When picking up, our warehouse will only release the item when they see your packing slip, it can be a printed page or a photo on your phone. Our warehouse staff will let you know the loading zone and assist you in loading your item. It is your responsibility to open the package and inspect every detail. You can always ask our staff for assistance to help open the package for you, but they are not able to check it for you. We will exchange the item if there is anything wrong.

Once the item/order is received and signed. It will be considered as received in good condition whether is it inspected or not. There is no shipping coverage if it is picked up, we are not able to exchange/fix/refund if something happens during the transit. So please open the package and check the details very carefully for your interest.

Better Vanity Shipping: All Contiguous US States Except Hawaii & Alaska

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 with tracking information. Normally, shipping would take around 7 to 10 business days, but this can depend on your location.

* 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*

* Better Vanity will not cover any expense for your project if there are any changes in the shipping time. Please order ahead of time. *

Please note that the shipping rate for many items we sell is 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 items.

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.

Additionally, the carrier will not be able to hold the item if you are not able to receive the item in a reasonable time frame.

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 or missing parts. If that time is over, the time frame for reporting damages or missing parts will be closed. Please be aware of this issue when you receive your items.

Please check the receiving instructions section below for more details.

DELIVERY OPTIONS

Better Vanity provides standard delivery.

Better Vanity Standard Delivery:

The order will be shipped via various carriers, for example, FedEx, UPS, DHL, and USPS. Your order will be left at your doorstep if a signature is not required. All the big items, like vanities, larger-sized mirrors, toilets, tubs, and cabinets will ship by standard Freight.

Expedited shipping is only available when it shows in the cart.

If, unavailable, please Contact Us to ask for a special delivery and additional shipping cost.

Better Vanity Freight Delivery:

Your freight delivery will require an appointment and signature at the time of delivery. Please note, that your appointment will require at least a 4-8-hour window, which is typically Monday – Friday. Some products will have the following delivery options:

Standard Freight: Item(s) will be delivered to your sidewalk or driveway. You will be responsible for the transport of the items beyond that point into your home.

All free shipping on our website applies only to standard shipping or standard freight. Additional services will require additional fees.

Better Vanity Return & Refund Policy

If you're not satisfied with an item that you have purchased from us, you can initiate a return within **30 days** for a refund, only if the item is in its original condition and packaging.

Items that have been used or modified in any way may not be returned. Please see the next section if the item arrived damaged or defective; different terms may apply. A 15% restocking fee will be applied to all returns. A 25% restocking fee will be applied to all returns that are without the original package.

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. You will be responsible for the return shipping costs (even if you use a return shipping label provided by Better Vanity or our partners), except in instances where the item arrived damaged or defective. Note that the option to initiate a return will only be available for 30 days.

Damaged or Defective Items

Although it is unfortunate, items are occasionally damaged in transit or have concealed damage. If your order arrives damaged, please report it within 48 hours of receipt. Damage claims cannot be filed after 5 days, so please inspect and report within this window. Damaged items cannot be returned for a refund. We will replace damaged items, and parts, or pay to have them fixed. Please follow these steps to file a damage claim:

- Email several pictures of the damaged merchandise to bettervanity@gmail.com
- Please include close-ups and wide shots of the damage and photograph the box and shipping label, as well.
- In your message, please note your order number and contact information. A prepaid shipping label will be prepared and emailed to you upon approval.
- We will work to send you a replacement product. Damaged items cannot be returned for a refund.

After you have filed a claim with our team, we will strive to respond within a single business day. From time to time, it may take a little longer. We may ask for additional media, such as, but not limited to, a video or additional photos to help us make a damage claim with our

manufacturer/shipping partner. After approval, we will help to arrange the pickup of products for replacement or refund.

Please be aware that Better Vanity utilizes third-party, independently-owned freight/trucking companies to deliver our merchandise, and that Better Vanity does not own, operate or control the trucks or drivers. Though we make every effort to maintain and monitor a high standard of delivery service, certain situations are beyond our control and are not caused by Better Vanity. Please report any problems or damages received as per the Receiving Your Order section below and we will resolve the issue immediately. As always, customer service is available at bettervanity@gmail.com to assist you in any way.

Non-Returnable Products:

The following products and categories or products that are not returnable are:

Custom-made products, special ordered products, and any product that is marked as final sale on the product listing, invoice, or quote.

Better Vanity Inc.

BETTER VANITY