

Foodservice Display by



RETURNS, DAMAGES, SHORTAGES AND SAMPLE POLICIES

Returns:

No merchandise will be accepted for returns without prior written approval. Please contact a Bugambilia Customer Service Representative (866-828-3338) to receive a Return Merchandise Authorization Number. All returned merchandise will be subject to a 25% restocking fee plus freight. All merchandise must be returned within 30 days from purchase date to receive a credit or exchange. No Cash refunds will be given for returned merchandise. Credit Memos will only be issued when merchandise is received in original, unused and undamaged condition.

All tiles, standard and custom, are non-returnable.

Freight Damages or Shortages:

In the event of any freight damages, all products must be kept in their original shipping packages. If original packing materials are not kept, Bugambilia will refuse replacements of damages. The receiver must contact a Bugambilia Customer Service Representative (866-828-3338) as soon as possible to report any damages or shortages. After 30 days from delivery date, no shipping damages or shortages will be replaced.

Sample Request Policy:

All samples are billed as an order and a Purchase Order is required. To avoid being charged, all samples must be returned in original condition within 60 days from date product is received. If more time is needed, please advise a Bugambilia Customer Service Representative (866-828-3338) to request a time extension. Bugambilia will gladly send color chip samples and/or a small sample piece at our choosing at no charge.