

Vanity by Design USA
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Vanity by Design Receiving Instructions

Congratulations on your new purchase! Please read this document as it contains important receiving instructions. **Please note you have 5 days to report any defects, damages or missing items upon delivery.**

- Within the next 48 hours you will receive an email with relevant tracking details.
- Once the goods have arrived nearby at your local warehouse, the freight forwarder will contact you and schedule a time and day for home delivery.
- When the goods arrive please inspect the boxes for any external damage. If damage has been found, please inspect further before signing the delivery paperwork. Once the document has been signed you've confirmed your items were delivered with no damage. Please note our products are shipped in thick reinforced cardboard with honeycomb packaging and damage is rare.
- Please remove the product carefully without destroying any of the cardboard packaging. **Note if the packaging has been destroyed we cannot accept any refunds/returns in our 7-day policy.**
- Inspect for any damages, defects or missing items.
- Please do not proceed with installation if you find any of the above.
- If you have found defects, please take photos immediately and send to infousa@vanitybydesign.net
- Please specify relevant information including packaging conditions and a description of what's damaged or missing.