

Terms & Conditions

Faucet Return Policy:

- For all Premier brand faucet purchases:
 - Returns or exchanges for non-defective reasons are subject to a 30% restocking fee.
 - For parts information, please call Premier customer service toll-free: 1-866-745-4010.
 - For defective merchandises, please return item and all its accessories with the original packaging to us.
 - No return/exchange will be honored for used/installed faucets, or damages caused by misuse, abuse, neglect, accident, improper installation, Acts of God, or any use violating instructions furnished by us.
 - Buyer is responsible for all return/exchange shipping charges.

- For all other faucet purchases:
 - All returns and exchanges are subject to approval.
 - All returns and exchanges after 30 days are subject to a 30% restocking fee.

Sink Return Policy:

- For stainless steel sink purchases:
 - No return/exchange will be honored for used/installed sinks.
 - 30% restocking fee for return/exchange after 30 days.
 - No charge for return/exchange of unused merchandise within 30 days. Please return merchandise in original packaging.
 - Buyer is responsible for all return/exchange shipping charges.
 - All Royal Plus USA imported sinks are guaranteed rust free. Please follow the [guideline](#) for product care.
 - Royal Plus USA may provide refinish services to local customers for a fee.

- For ceramic sink purchases:
- Please check your merchandise carefully before leaving our warehouse. Royal Plus USA is not responsible for any broken merchandise discovered afterwards outside of our warehouse.

- No return/exchange will be honored for used/installed sinks, or damages caused by misuse, abuse, neglect, accident, improper installation, Acts of God, or any use violating instructions furnished by us.
- 30% restocking fee for return/exchange after 30 days.
- No charge for return/exchange of unused merchandise within 30 days. Please return merchandise in original packaging.
- Buyer is responsible for all return/exchange shipping charges.