

Return of goods policy

Return of goods for repair, warranty claims, credit or any other reason will not be accepted without a RETURN GOODS AUTHORIZATION (RGA) number. Such number can be obtained from the Oceania Baths Customer Care Team upon request, provided that all of the necessary information is available regarding the proposed return. Defective goods will be repaired, replaced or credited, at the discretion of Oceania Baths, at no additional charge.

A 10% inspection and repackaging fee applies on all returns, plus a minimum of 15% restocking charge applies to all non-defective products returned for credit within the first 60 days after purchase. Thereafter, a larger restocking charge will be applied based upon the date of original shipment. Products will not be accepted for return 120 days after their original ship date. Oceania Baths additionally reserves the right to impose a repair charge when products are returned damaged and cannot be directly resold.

RGA will be issued on acrylic white products only and without special finishes.

Below items are NOT RETURNABLE:

- Any bathtub equipped with any type of system, Chromatherapy, aluminum tile flange and/or linear overflow.
- Any product that is any other color than acrylic white or with special finishes
- Any Optimale configuration
- Any discontinued product

All items to be returned must be sent back to Oceania Baths via pre-paid freight, with the RETURN GOODS AUTHORIZATION (RGA) form on the carton or with the packing slip. No freight collect shipments will be accepted as well as unauthorized returns.

It is the shipper's responsibility to provide adequate packaging to protect the product being returned. Oceania Baths reserves the right to accept or reject the returned product subject to an inspection upon receipt. Products that are returned damaged will be rejected and therefore will not qualify for return credit.

The following chart defines the inspection and minimum restocking charge that will be applied for goods accepted for return by Oceania Baths. It does not include any additional charge that may apply for damaged products or those needing rework.

Inspection and repackaging fees (Applies to all returns)	10%
DAYS SINCE SHIPPING	RESTOCKING CHARGE
0-60	15%
60-120	30%
121+	RETURNS NOT ACCEPTED

Special note for shower doors

Shower doors packaging must be impeccable to justify a credit. A flat rate of 20% for inspection and restocking will be charged. If the door box is damaged, if parts are missing or damaged, no credit will be issued.

If you have any questions concerning this return policy please contact Oceania Baths Customer Care Team at 1-877-332-4224.