

RETURN POLICY

ISINGLASS PRODUCT GUARANTEE

All Isinglass glassware is hand-made from the highest quality architectural glass. Please use caution as you would with any glass product. Manufacturer/supplier is not responsible for cuts or injuries sustained due to breakage. Glassware is not warranted against accidental breakage.

- Never place in microware
- Never put product in oven or broiler
- Never expose glassware to a direct flame
- Never pour boiling oil or water directly onto product

ALL PRODUCT SHOULD BE OPENED IMMEDIATELY UPON RECEIPT

PRIOR TO RETURN

RETURN AUTHORIZATION MUST BE OBTAINED FROM ISINGLASS

- Product defective due to manufacture, workmanship or materials
- Product damaged during shipment
- Product received as samples
- Product shipped in error
- Customer returns

RETURNS MUST MEET APPLICABLE CRITERIA AS OUTLINED BELOW

CRITERIA DETAILS

In all cases, a [Return Authorization](#) must be obtained from Isinglass customer service, 317-815-5590. Product must be returned **within 15 days** of return authorization date, or return authorization is null and void.

- Product **defective** due to manufacture, workmanship or materials is returnable within 30 days from receipt of product.
 - In the case of **defective** product, return shipping fees will be paid by Isinglass.
 - Defective product must be returned within 15 days of return authorization date, or return authorization is null and void.
 - Replacement product may require an additional 8-10 weeks for custom order product to be re-shipped and delivered if not in stock.

- Product **damaged** during shipment
 - The shipping company will be responsible for damage costs incurred during shipment.
 - Please examine product prior to signing shipper's release. Once product is signed for, you have accepted liability for the product.
 - **Do not accept delivery** if product is obviously broken during shipment, i.e., the box sounds like broken glass when shaken.
 - Please document condition of package received, including photos if possible, for the shipping company.
 - Replacement product may require an additional 8-10 weeks for custom order product to be re-shipped and delivered if not in stock.

- Product shipped in **error**
 - Upon receipt of product shipment, all items should be examined upon receipt to confirm condition, correct count, quality, color, size, etc.
 - Return shipping fees for product shipped in error by Isinglass will be paid by Isinglass.
 - Product **must be returned within 15 days** of return authorization date, or return authorization is null and void.
 - Replacement product may require an additional 8-10 weeks for custom order product to be re-shipped and delivered if not in stock.

- **Customer** returns
 - Items ordered incorrectly by the customer must be reported to Isinglass **within 15 days** of receipt along with a description of the correct product to be ordered.
 - The return of items ordered incorrectly by the customer must be approved by Isinglass and assigned a return authorization number.
 - The return to stock fee is 25% of the return, plus all shipping costs to return the product; returns of this nature must be shipped freight prepaid by the customer.
 - Product **must be returned within 15 days** of return authorization date, or return authorization is null and void.

- **Unacceptable** returns
 - Custom orders may not be returned.
 - Returns without a return authorization will not be accepted.
 - Product damaged by the customer after receipt will be documented if reported, but not authorized as a return.