

Bio Bidet IB 835 Integrated Bidet Toilet Combo

Shipping and Return Policies

Shipping Policy

The IB835 will be shipped via NVC White Glove Service (By Appointment) which includes curbside delivery. The carrier will contact the customer to make a delivery appointment with a 4 hour window once the items have arrived at the local hub in the area. Delivery appointments and signature are required.

Any damage must be reported to the driver and rejected at the time of delivery. **By signing off on the Bill of Lading, it will be assumed that goods were received in good condition without any damage.**

Return Policy

Due to the large dimension and weight, a white glove curb side service will be used for the IB835 Integrated toilet system. The same method of shipping must be used for returns to avoid damages during transit. Please note that white glove return terms and return shipping charges will be deducted from the refund amount. The following requirements must be met for Bio Bidet IB835 returns:

- Claims for damaged and/or missing items must be received within 5 days of delivery by email or phone: orders@biobidet.com | 877-339-5214 ext. 2
- Contact Bio Bidet for an authorized RMA number by emailing orders@biobidet.com with full order information including PO#, customer name, customer phone number, customer address, purchase date, and reason for return.
- Once RMA has been assigned, the customer must provide available pick up dates. Bio Bidet will schedule a pickup of the product which will be prepaid and deducted from the refund. Additional fees will incur if the customer misses the scheduled pickup appointment.
- The product must be picked up from the customer's residence within 15 calendar days of delivery date- no returns will be accepted after 15 days
- All product returns must be received in the original packaging (unopened/unused) in brand new condition.
- Missing or damaged parts and accessories will be deducted from the refund.

The IB835 can be returned for a full refund as long as we receive the merchandise back in its original condition no later than 15 calendar days from the day you receive your order.

Bio Bidet has the right to refuse refund if the above conditions are not met.

