

## **Bio Bidet IB 835 Integrated Bidet Toilet Combo**

### **Shipping and Return Policies**

#### **Shipping Policy**

The IB835 will be shipped freight via 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.

At the time of delivery, please open the unit and inspect for damage that may have occurred during shipping. Any damage must be reported to the driver and rejected at the time of delivery. By signing off on the Bill of Landing, it will be assumed that goods were received in good condition without any damage.

#### **Return Policy**

All sales are final. Due to the difficult nature of and customer cost in the transporting this product, BidetKing.com and/or Bio Bidet will NOT accept any returns of the IB835 due to the unit being an incorrect size, measurement, shape, incompatible with the customers installation setup or the customer simply changing their mind.

For issues of a unit arriving damaged or missing parts, due to the large dimension and weight, a white glove curbside service will be used for the IB835 Integrated toilet system. The same method of shipping must be used for returns to avoid further damages during transit.

Claims for damaged and/or missing items must be received within 5 days of delivery by email or phone: [orders@biobidet.com](mailto:orders@biobidet.com) | 877-339-5214 ext. 2