

AU Collection Return Policy



AU/Stock Collection Return Policy

RESTOCKING FEE

A 15% restocking fee will be applied to all returns. This fee is calculated based on the original purchase price of the item being returned.

SHIPPING RESPONSIBILITY

The customer is responsible for both the cost and organization of the return shipping. This includes selecting a reputable carrier and ensuring that the items are appropriately packaged for safe transit.

RETURN AUTHORIZATION

Prior to returning any AU Collection products, customers must obtain authorization from Timberline. Please contact our customer service team at sales.usa@timberlinebp.com or 888.844.0102 to initiate the return process. Unauthorized returns may not be accepted.

CONDITION OF THE PRODUCT

The customer is responsible for ensuring that the product is returned in its original condition. If the item is received back damaged or in a condition that prevents it from being resold as new, the customer will be responsible for the full amount of the item.

TIMELY RETURNS

All returns must be initiated within 30 of the original delivery date. Returns beyond this period may not be accepted.

REFUND PROCESS

Once the returned item is received, inspected, and deemed to be in acceptable condition, Timberline will process the refund. The refund will be issued to the original method of payment.

NON-RETURNABLE ITEMS

Customized or personalized items, as well as items marked as non-returnable, cannot be returned.

DAMAGED IN TRANSIT

If your item arrives damaged, please document the damage with photos and contact our customer service team immediately. We will work with you to resolve the issue.

Please carefully read and understand our return policy before making a purchase. If you have any questions or concerns, feel free to contact our customer service team for assistance. Thank you for choosing Timberline.

Timberline Bathroom Products

T: 888 844 0102 | **E:** sales.usa@timberlinebp.com

300 Industrial Drive, Redwood Falls, MN 56283, USA