Warranty & Guarantee

Lifetime Guarantee

Perfectionists by nature, we take great pride in the products we offer. So certain are we of the exceptional craftsmanship and structural integrity of each and every copper, stone and ornamental iron product, we provide you with the following *lifetime* guarantee:

If you are the original purchaser and have properly maintained and cared for your copper, stone and/or ornamental iron product, should it fail, in any way, simply return it and we will either repair or replace it, at our expense. (*Treasures D' Old Mexico shall not be liable for costs of removal, shipping and/or re-installation).

Warranty

All copper, stone and ornamental iron products are warranted to be free of defects in material and workmanship. We warrant the patina finish on all copper items against fading or rubbing off as long as the item is properly maintained and cared for. **Note - All products are hand crafted from 100% natural materials. Minor imprefections and small variations in size and color are inherent to these materials/processes and are to be expected.*

Product Return | Restock Policy

Satisfaction with our copper, stone and ornamental iron products is not enough! We want you to be completely *thrilled* with your purchase! If, for any reason, you are not completely satisfied with the quality of the product, simply return it in its original condition and packaging and we will issue a refund (less shipping and applicable restock fees)... *no questions asked!**

Copper & Ornamental Iron Return/Restock Policy:
All copper and ornamental iron products must be returned within 30 days of confirmed receipt and are subject to a 25% restocking fee.
Stone Return/Restock Policy:
Stone products must be returned within 30 days of confirmed receipt and are subject to a 50% restock fee.
**Note - All natural stone kitchen sinks, farm sinks, bathtubs and floor tile are final.*
Custom Order Return/Restock Policy:
Custom orders are refunded on a *case by case* basis only and subject to a 50% restock fee.

If you do need to return an item, please contact us at **1.800.679.5626** or send an email to returns@treasuresdeoldmexico.com to request a return merchandise authorization. Refunds (less applicable shipping and restock fees), will be issued within 30 days of receipt of the item.

**Although we do have a 'no questions asked' return policy, it would be greatly appreciated if you would volunteer an explanation for your return. We are constantly striving to improve our product line and your feedback would greatly assist us in better serving both you and future customers.*

Questions? Call toll free **1.800.679.5626** or email info@treasuresdeoldmexico.com