

RETURN POLICY

Travertine Stone Veneer

At ELITEAZURE LLC, we take great pride in creating custom stone veneer products tailored to the specific needs and preferences of our customers. Because each product is Made to Order, we have a **No-Return, No-Refund, and No-Exchange** policy for custom-made stone veneer products.

By placing an order for custom-made products, you acknowledge and agree to the terms outlined below. If you have any questions or concerns before purchasing, please contact us at info@eliteazure.com or call 1-850-738-9050 for clarification.

1. ALL Custom Orders Are Final Sale

All custom-made stone veneer products are FINAL SALE and cannot be Returned, Exchanged, or Refunded. This includes, but is not limited to, products that are:

- Custom cut to specific measurements or sizes.
- Tailored to a particular color or finish.
- Specially designed based on customer specifications.

Once your order has been confirmed and production has begun, it cannot be modified, returned, or exchanged.

2. Order Confirmation

Before your custom order is processed, we will send you an order confirmation with detailed specifications, including dimensions, color, and finish details. It is customers responsibility to carefully review the information to ensure it meets your expectations and requirements.

- **Changes to Order:** If you need to make changes to your custom order, please contact us immediately before production begins. Once production has started, changes are not possible.
- **Approval:** By confirming your order, you acknowledge that all details are accurate and that you accept the terms of our final sale policy.

3. Damaged or Defective Products

If your custom product arrives damaged or defective, please contact us immediately within 5 days of receipt. We will assess the situation and work with you to resolve the issue. If a product is confirmed to be defective or damaged in transit, we will offer a replacement at no additional cost, or provide a partial refund based on the extent of the damage.

- **Documentation:** You must provide photographic evidence of any damage or defects, including images of the product, packaging, and shipping labels.
- **Return Shipping:** We will cover the return shipping costs for defective or damaged items.

4. Non-Returnable Custom Products

Due to the nature of custom-made products, we cannot accept returns for any reason, including but not limited to:

- Customer's change of mind.
- Issues related to aesthetic preferences (color, texture, finish).
- Incorrect measurements provided by the customer (we encourage double-checking all dimensions before submitting your order).
- Installation issues or challenges once the product has been received.

5. Cancellations

If you wish to cancel a custom order, please notify us as soon as possible. Cancellations are only possible before production begins. Once production has started, cancellations cannot be accepted, and the order will proceed as planned.

6. Customer Responsibility

We strongly recommend that customers carefully review all details and confirm that the custom product specifications are accurate before placing an order. This includes verifying measurements, color choices, finishes, and any other design aspects.

- **Installation:** We are not responsible for installation errors or issues arising from the application of our products.

7. Liability Limitations

To the maximum extent permitted by law, ELITEAZURE LLC will not be held liable for any indirect, incidental, special, or consequential damages resulting from the purchase or use of custom-made stone veneer products.