

SHIPPING AND DELIVERY LIMITATIONS ARE SET FORTH HEREIN

At ELITEAZURE LLC, we are committed to delivering your thin natural stone veneer products in a timely and safe manner.

Because our products are heavy and may require special handling, we've outlined our shipping and delivery policies below to provide clarity and ensure a smooth experience.

By placing an order with us, you agree to the terms and conditions stated in this policy. If you have any questions, please contact our customer service team at info@eliteazure.com or call 1850-738-9050.

1. Shipping Methods and Costs

Due to the heavy nature of natural stone veneer products, we use specialized carriers and shipping methods to ensure safe delivery. Shipping costs will vary based on the following factors:

- **Delivery Location:** Shipping fees are calculated based on your delivery address (local, national).
- **Order Size and Weight:** The size, weight, and quantity of your stone veneer order will affect shipping charges.
- **Shipping Method:** We offer different shipping methods, including curbside delivery, freight delivery, and white-glove delivery (where applicable). The shipping method will be selected based on your location and the nature of the products.
- **Shipping Costs:** Shipping fees will be calculated at checkout based on the delivery address and shipping method chosen.

2. Shipping Timeframe

Our shipping times may vary depending on product availability, order size, and delivery location. Please review the following general timelines:

- **Processing Time:** Orders typically take 15-30 days to process before being shipped, depending on stock levels and customizations (if applicable).
- **Delivery Time:** Once your order is shipped, you can expect delivery within 1 to 2 months for domestic orders.
- **Estimated Delivery Dates:** Delivery times are estimates and are not guaranteed. External factors, such as weather conditions, carrier delays, and holidays, may impact delivery schedules.

3. Order Tracking

Once your order has shipped, we will provide you with a tracking number and the details of the shipping carrier. You can use this tracking information to follow your order's progress and estimated delivery date. If you do not receive tracking information or have any questions regarding your shipment, please reach out to our customer service team at info@eliteazure.com or call **1850-738-9050**.

4. Delivery and Handling

- **Curbside Delivery:** Most of our stone veneer products are delivered via freight with curbside delivery. This means the driver will deliver the products to the curb or driveway of the delivery address, but you will be responsible for moving the products to your desired location.
- **Special Delivery Instructions:** If you have any special delivery instructions (e.g., restricted access, specific drop-off locations), please provide this information at checkout. We will do our best to accommodate your needs, but please note that some carriers may have limitations.
- **White-Glove Delivery** (if applicable): For an additional fee, we offer white-glove delivery services where the products are delivered to your home or job site and placed in the desired location. Please contact us for more details and pricing.

5. Receiving Your Shipment

Upon receiving your delivery, please inspect the package and products for any visible signs of damage:

- **Damaged Products:** If you notice any damage to the products or packaging, please take photos and report the issue to us within 48 hours of delivery. We will work with you to resolve the issue, either by providing a replacement or issuing a refund, depending on the circumstances.
- **Missing Items:** If any items are missing from your order, please contact us immediately. We will verify the issue and take the necessary steps to fulfill your order.
- **Signatures:** Depending on the delivery service, a signature is required upon delivery. Be sure to check the shipment details for any specific requirements.

6. Shipping Restrictions

Shipping to P.O. Boxes: We cannot ship heavy products like natural stone veneer to P.O. Boxes. A physical street address is required for delivery.

- **Restricted Areas:** Certain remote or hard-to-reach locations may have restricted delivery options or additional charges. If you live in a remote area, please contact us in advance for more information about shipping availability and costs.

7. Order Changes and Cancellations

Once an order is placed, it is processed quickly, and no modifications or cancellation will be acceptable. However, if you need to make changes or cancel an order before it's sent to production, please contact us as soon as possible at info@eliteazure.com or call 1850-738-9050. We will do our best to accommodate your request; however, once your order it's sent to production it cannot be modified or canceled.

8. Shipping Issues or Delays

While we strive to ensure timely delivery, certain factors (weather, traffic, or carrier-related issues) may cause delays beyond our control. We will keep you informed about any known delays and work with the carrier to resolve the issue.

9. Contact Information

If you have any questions regarding shipping, delivery, or order changes, please contact us immediately. Our team is here to help you resolve any issues as quickly and efficiently as possible.

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