



POLICIES

RETURNS No Returns After 30 Days

If you received the wrong product in shipping error, we will ship you the correct replacement at no extra shipping charge. We will also refund your return shipping costs or have a call tag pick up issued. We will have to bill you for the replacement until we receive the returned item, and then issue credit.

If your item is received damaged from shipping, contact us immediately. We will need to make a shipping damage claim. We will ship you a new replacement at no extra shipping charge.

If your item has a factory defect, we will ship you a replacement at no extra shipping charge. We will also refund your return shipping or have a call tag pick up issued. We will have to bill you for the replacement until we receive the returned item, and then issue credit.

Wrong Color: As we know, all computer monitor displays vary. If you ordered the wrong color, we will gladly ship you another seat. You can reorder the correct color online or contact us to make the correction. You will need to return the wrong seat and we will credit you or send another seat. We can not refund the initial shipping. We recommend shipping a color sample (such as a bolt cap from the bottom of the toilet at the floor, we will return it with you shipment). If you have the make, approximate age, and close color we can narrow it down for you. We have manufacturer charts showing what colors were produced during certain years.

Wrong Seat:

If you ordered the wrong seat or wrong size, we will gladly ship you another seat. You can reorder the correct seat online or contact us to make the correction. You will need to return the wrong seat and we will credit you or send another seat. If you are unsure of your needs, please contact us to help. We can not refund the initial shipping charges.

Warranty:

All seats are covered by the manufacturer's original warranty. Toilet Seats Plus does not offer or imply any warranty.