

Warranty Information

We stand by our products' quality, durability, and enduring style.

Aptations, Inc., mirrors are warranted to be free of defects in material and workmanship for three (3) years. This warranty does not cover damages resulting from accident after purchase, misuse, abuse, lack of reasonable care, loss of parts or installation in showers. The life of the finish will be best cared for, especially in areas of high heat and moisture, by keeping all surfaces clean and dry. LED lighting is not replaceable and is included in warranty coverage for a period of 3 years. The customer should be sure the problem is a manufacturer's defect and covered by the warranty before initiating a warranty claim. To initiate a warranty claim, contact Aptations Customer Service for a Return Authorization (RA) number at [Returns@Aptations.com](mailto>Returns@Aptations.com).

Any alteration to merchandise automatically voids your Aptations Warranty Policy.

Products sold at a price that has been discounted more than 30% from the normal price are not covered by the warranty. This includes all closeout items.

Shipping Damage or Shipping Error

All claims for damage in shipment or shipping error must be submitted within 30 days of receipt of goods. All shipments should be inspected for damage and accuracy upon receipt. Claims for damage or shipping error must be submitted in writing to [Returns@Aptations.com](mailto>Returns@Aptations.com).

For claims involving damage in shipment SAVE ALL SHIPPED GOODS AND PACKAGING AS RECEIVED in case inspection is required by parcel or freight carrier. Product that is damaged outside of shipment cannot be returned or credited.

Determination of Return or Destroy in Field (DIF)

Aptations, Inc., prefers disposal of damaged or defective product in lieu of return. The objective of our Destroy in Field (DIF) policy is to reduce waste and avoid unnecessary costs for return shipping of unsalable goods. In warranty claims involving unusual damage or defect, Aptations, Inc., may require return of the product for the purpose of analysis with a view to improving product quality.

Credit for Warranty Claim

In the case of warranty claims, a credit invoice may be issued in lieu of replacement upon request. No check will be issued to any customer for return of merchandise. Credit invoices expire one year from date of issue.

All claims related to the Warranty policy, can be obtained by sending an email to returns@aptations.com.

Find the Mirror that Reflects Your Personality

VIEW ALL PRODUCTS