

Terms and Condition

Important: Our Terms & Conditions have changed

- \$100 minimum order on all PO's except for parts
- All sales are Net 30 days
- Prices are subject to change with 30 day notice. All orders will be invoiced at the prices in effect at the time of receipt of order.
- Upon delivery, if there is visible damage to the carton, claims against breakage and/or shortages must be made at time of receipt against the carrier. Also, please notify BLANCO of any breakage or shortage within 48 hours.
- Concealed damage must be reported to BLANCO within 72 hours of receipt of merchandise to point of shipment.
- Any item found missing from a sink or faucet must be reported to BLANCO within 48 hours of receipt of merchandise.
- BLANCO AMERICA will not be held responsible for any cut out done without the use of and in accordance with the template or specification sheet.
- BLANCO AMERICA reserves all rights to accept an order.
- We value all our customers and aim to provide the same level of service to everyone. All rush orders where indicated will be processed and shipped in a timely manner.
- All rush orders must be indicated on the purchase order and in the body of the email.
- After placing your order, BLANCO will attempt to accommodate any additions or deletions to the order. However, once the order has been processed, staged, or placed in the delivery truck, no further changes can be made.

Freight Policy

Please refer to the 2021 BLANCO America Customer Freight Program

Image Policy

- BLANCO America provides images, corporate logos, ad materials, etc. only to BLANCO customers of record, that are in good credit standing, and follow MAP guidelines.
- Use of our images requires prior written authorization from BLANCO, due to copyright issues.
- If a customer of BLANCO is granted permission by us to use our images for their website, they may download the low resolution (web quality) images they need from our website.

- If a customer is granted permission for usage of images and other advertising materials, these materials must remain in the possession of the customer, and not any third party.
- BLANCO will be performing periodic web searches to monitor for unauthorized usage of our images.

Legal Disclaimer

BLANCO America provides images, corporate logos, ad materials, etc. only to BLANCO customers of record, that are in good credit standing, and follow MAP guidelines. Use of our images requires prior written authorization from BLANCO, due to copyright issues. If a customer of BLANCO is granted permission by us to use our images for their website, they may download the low resolution (web quality) images they need from our website. If a customer is granted permission for usage of images and other advertising materials, these materials must remain in the possession of the customer, and not any third party. BLANCO will be performing periodic web searches to monitor for unauthorized usage of our images.

Customer Service & Shipping

Contact Information for BLANCO America

Orders: orders@blancoamerica.com

Questions: customerservice@blancoamerica.com

Call: 1-800-451-5782 (Monday through Friday, 8:30 AM - 6:00 PM EST)

Fax: 1-800-231-1963

Blanco SYNC: Shipment Tracking System

To register: Email marketing @blancoamerica.com w/ customer name, customer number, contact administrator, email, and phone number(s). (Registration available for direct customers only.)

Customer Inquiries

Please email customerservice@blancoamerica.com

Ordering Literature

To request a literature fulfillment account please email support@blancofulfillmentcenter.com with your name, email, company name, and phone number(s).

Channel Marketing

For image, video, or content requests, BLANCO On The Go, rewards programs, or BLANCO SYNC requests please contact marketing@blancoamerica.com

UMAPP & Brand Protection

For e-commerce authorization please contact brandprotection@blancoamerica.com

Shipping Information

Please refer to the 2021 BLANCO America Customer Freight Program .

Returned Goods Authorization

RGA Process For Uninstalled Products

- Please note that our policies, procedures, and contact information regarding ALL returns has changed.
- All returns regardless of product and or part must be accompanied by a Return Goods Authorization Number (RGA) issued by BLANCO America.
- **BE ADVISED that our Returned Goods Authorization (RGA) system is for UNINSTALLED PRODUCTS ONLY** and now classified into two separate types with specific processes and requirements noted below. (1) Quality concerns and shipping damage and (2) All Other RGA's
- All items must be returned in their original carton and in saleable condition.
- Product must be listed in current price book.
- Product must not be altered (i.e. faucet hole drills).
- **IMPORTANT NOTE: All Return Authorizations will expire 30 days after issue.** Return Authorized products must be received within 30 days or credit will be denied. Credit will also be denied for return shipments that are not accompanied with a pre-approved Return Authorization.

Damaged or Defective RGA's

1. RGA requests for uninstalled damaged or defective products must be submitted via email to RGA@blancoamerica.com within 90 days of purchase.
2. **RGA requests must include:** (A) reason for request, (B) the BLANCO Model Number, (C) Purchase Order Number, (D) clear photo of the area in question on your product, and (E) a full view of the entire product photo. SILGRANIT® RGA requests require an additional photo of the molding label which can be found on the bottom of the sink.
3. DAMAGED or DEFECTIVE RGAs must be approved only by BLANCO's Customer Service Department with requests submitted via email to RGA@blancoamerica.com.
4. BLANCO will determine if the product must be returned. Disposition granted as "Authorization to Destroy on Site" via approved RGA will result in immediate credit. Disposition granted as "On Site Review" requires the product be returned back to BLANCO in order to proceed with evaluation of the request.
5. Once approved by BLANCO for physical return, you will receive a prepaid UPS shipment label. Apply this to the carefully packaged product. The Returns Authorization MUST BE INCLUDED with the return package.
6. Call UPS for a pickup at 1-800-PICK-UPS (1-800-742-5877) or drop off at a UPS shipping location.
7. **IMPORTANT NOTE: All Return Authorizations will expire 30 days after issue.** Return Authorized products must be received within 30 days or credit will be denied. Credit will also be denied for return shipments that are not accompanied with a pre-approved Return Authorization.

All Other RGA's

1. RGA requests for uninstalled NON-damaged sellable products must be submitted via email rga@blancoamerica.com. All requests are subject to review prior to approval.
2. **RGA requests must include:** (A) reason for request, (B) the BLANCO® Model Number, (C) Purchase Order Number.
3. 25% restocking fee applies to returns.
4. **IMPORTANT NOTE: All Return Authorizations will expire 30 days after issue.** Return Authorized products must be received within 30 days or credit will be denied. Credit will also be denied for return shipments that are not accompanied with a pre-approved Return Authorization.