

Cancellation and return policy

Wilhelm Schmidlin AG products that are not stocked in the Miami warehouse are built to individual specifications and manufactured only after the order is placed. In essence, each product ordered becomes a “one-of-a-kind”.

With this degree of customization, very few orders are eligible for cancellation or return once the order has been placed. Please see below for the specifics regarding returns, changes and cancellations.

- Cancellations or change orders must be made within 24 hours and only with confirmation from the Wilhelm Schmidlin AG order entry department. Priority orders may not be cancelled.
- Only white gloss bathtubs (for FRAME line: matte white) in standard sizes and gloss white stock-washbasins with no additional options may be returned.
- Only white gloss, standard shower bases (60x30 and 60x32) are eligible for return.
- Stock bathtubs/showerbases/washbasins enclosures may be returned only if in original, unopened packing and perfect condition.
- Washbasins with built-in furniture (e.g. EVO) are not eligible for return.
- Returns are subject to a minimum restocking fee of 25% plus the cost of return freight.
- Requests for returns after 60 days from shipment date will not be accepted.
- Specially priced / quoted items are not eligible for return.