

SHIPMENT POLICY

PLEASE NOTICE THAT
EACH ORDER WILL BE LINKED
TO A SHIPPING COST.

NO ADDITION OR MODIFICATION
CAN BE MADE TO AN ORDER
DURING PROCESSING.

It is possible to deliver packages without a signatory. However, Frameco cannot be held responsible if the merchandise is lost, stolen or missing. It is important to mention this information before the shipment.

ADDITIONAL FEES

- Additional fees apply when the delivery requires **MORE THAN ONE ROUND TRIP** due to an incorrect address or if nobody is there to receive the delivery. **THE 2nd DELIVERY WILL BE ENTIRELY ON CUSTOMER'S CHARGE.**
- Additional fees apply when the delivery must be according to a **TIME SCHEDULE REQUIRED BY THE CUSTOMER.**

RETURNS

- **Orders placed FROM THE WEBSITE :**
For a request return on our website, sign in and click on «My Account», and then on «My orders». Select the order in which the product to be returned is located, then click on «View Order», and on «Request Return». You must complete the form and submit the request. A return item number will be created which will allow you to see the tracking by clicking on «My Returns».
- **Orders placed BY PHONE or product(s) purchased at the STORE :**
For any return of merchandise, you must complete the Frameco return form by clicking on [this link](#) (also available on our website, in the «Documentation» section).
- For product return, only the carriers authorized by Frameco will be able to recover the packages. In other cases, the shipping will be the responsibility of the customer (reference : *Return policy*).
- Any product returned without Frameco's authorization will automatically be returned to the customer at its expense.
- Order errors that come from the customer can be returned to Frameco. However, the shipping fees will be entirely on customer's charge.
- In the event of a defect product, the warranty offered by Frameco applies. Transportation will be Frameco's responsibility. However, the conditions apply (reference : *Return policy*).

ATTENTION!

**-15% FOR RETURNS WITH AN INVOICE
EXCEEDING 30 DAYS.**