

General terms and conditions

- The customer must inspect the goods upon receipt. Any incident related to damage, whether apparent or hidden, as well as discrepancies in quantity or quality, must be reported to LUCENA BATH by email within a maximum of 24 hours of delivery. The goods leave our premises in perfect condition and with the appropriate packaging, and any 'apparent damage' must be noted on the proof of delivery (POD). Otherwise, the transport agency will not accept responsibility.
- The LUCENA BATH warranty does not cover damage or defects resulting from incorrect installation, improper handling or inappropriate use by the installer, user or third parties.
- The stock service is subject to availability.
- Prices exclude taxes.
- Ceramic sinks may have slight variations in size and finish due to the manufacturing process.
- Returns will not be accepted after 6 months from the date of delivery, except in cases covered by the warranty.
- LUCENA BATH will not bear the costs of uninstallation or installation arising from possible incidents.
- LUCENA BATH reserves the right to correct any errors in prices, references or descriptions, as well as to modify the models in this catalogue, which cancels and replaces the previous ones, without this giving rise to any liability or right to claim. Likewise, the colours shown may vary slightly from the original material due to printing processes.
- Orders cannot be cancelled after 24 hours from their receipt and acceptance by LUCENA BATH.
- Returns of goods manufactured to order or customised according to the customer's specifications will not be accepted.