

TOTOUSAparts.com

TOTO USA PARTS STORE POLICIES

HOURS OF OPERATION

For order status information or other assistance with an order you have already placed on this site, please contact TOTO USA Parts Customer Support at support@TOTOUSAparts.com or 888-232-8916 between the hours of 8:00 am and 5:00 pm CST Monday through Friday.

SALES

The TOTO USA Parts Store sells and ships products only within the continental United States, Alaska, and Hawaii. No shipments can be made to PO, APO or FPO addresses.

ORDERING

We accept Visa, MasterCard, American Express, and Discover Card.

Sales tax will be added to orders shipped to Minnesota addresses only.

You will receive an email confirming your order and another email once the order has shipped. Tracking information will be included in the second email.

Same day shipping is available depending on when we receive your order, item availability and shipping method requested.

Online orders placed after 11:00 am CT (including all orders placed over a weekend or on a holiday) will be processed the following business day.

RETURN & REFUND POLICY

At TOTO USA Parts, our goal is to ensure you are completely satisfied with your purchase. If you are dissatisfied with your purchase, you can return the purchased item to us provided that you first obtain a Return Merchandise Authorization (RMA) and that your return meets all of the requirements below.

We will gladly issue credit for the full amount of the original purchase price and taxes if applicable, excluding Shipping and Handling Charges and minus any resulting restocking fees. Please make sure your return meets all of the following requirements.

With the exception of items damaged in shipping and rejected upon receipt, the TOTO USA Parts Store does not accept returns of products sold through the storefront without an RMA.

Policy: All returns to the TOTO USA Parts Store are subject to advance approval and issuance of an RMA from the support team contacted via email at support@TOTOUSAparts.com, or by phone at 888-232-8916 between the hours of 8:00 am and 5:00 pm CST Monday through Friday. If we approve your return, we will assist in its replacement or issue a refund. Returns made after 30 days are not allowed.

You are responsible for shipping charges including risk of loss and damage for any return shipment. If you fail to return product within the applicable Return Policy Period or are unable to meet the following return policy guidelines, the product is considered accepted by you and not returnable.

Permitted Product Returns: Due to the sanitary nature of TOTO parts, **any part or product returned must arrive back to us unopened and/or unused and in the original packaging.** If the item(s) cannot be sold as new, you will be charged a handling fee of 15% of the full amount of the original purchase price.

If the item meets the criteria and is returned within thirty (30) days of the purchase date, you will be credited the original purchase price plus any taxes charged, minus a \$3.00 restocking fee.

Parts that show obvious visible damage when delivered to you should be refused at that time. Do NOT accept the package(s). If there's concealed damage, please take digital photographs and notify our Customer Service Department within 5 days.

Other Discrepancies: All other order discrepancies (shortages, overages, incorrect items, etc) must be reported to TOTO USA Parts Customer Service Department within 5 days of receipt of shipment.

Return Process: All returns must include a TOTO USA Parts Return Material Authorization (RMA) number. If the return meets all of the return guidelines, you may obtain an RMA number by contacting TOTO USA Parts Customer Service Department at 888-232-8916 or by email at support@TOTOUSAparts.com. In order to expedite a return, please have your order number and shipping information on hand when requesting an RMA number.

We recommend taking photos of all materials before they are transported back to us. This will serve as proof that all materials are in sellable condition prior to shipping them back.

Return Material Processing: All materials returned to TOTO USA Parts must go through an inspection process that determines

what material is re-sellable and what material is not. This usually takes place within one week of receipt. Material that is deemed to be re-sellable will be put back into inventory and credit will then be issued back to the customer.

Once the RMA number has been issued, please note:

RMA numbers issued by will only be valid for 30 days from your date of purchase.

Products authorized for return must be received within such time period at the facility identified on your RMA instructions.

Return Procedures:

1. Complete the Return Form included on the back of the packing slip that was included in the shipment. Add the RMA number and make sure you include the form in your return shipment to TOTO USA Parts Fulfillment Center.

2. Clearly write the RMA number on the package and ship it to:

TOTO USA Parts
Attn: Receiving Department
2159 Curve Crest Blvd W
Stillwater, MN 55082
Ref phone: 888-232-8916

3. Make certain that you return your purchased item(s) to TOTO USA Parts within thirty (30) calendar days of purchase. After thirty (30) calendar days from purchase, no returns or exchanges are allowed.

4. Except for defects or wrong products shipped by TOTO USA Parts, any expenses for shipping and handling to return

the item(s) are the responsibility of the customer. TOTO USA Parts will not accept COD or freight collect shipments made by you back to us.

REFUND ISSUANCE

Please allow up to thirty (30) calendar days for TOTO USA Parts to process the refund from the time we receive the item(s) returned by the customer.

TOTO USA Parts will issue the credit to the same credit card account used for the original purchase.

If a valid e-mail address was provided at the time of original order placement, TOTO USA Parts will send an e-mail acknowledging receipt of the returned item(s) and provide a detail of the credits being processed.

PROOF OF PURCHASE

TOTO USA Parts will send you a confirmation of your order via email. You will also receive a summary of your selected items with your order when it ships.

SALES TAX

Orders for priced items from TOTOUSAparts.com that ship to destinations in Minnesota will subject to prevailing sales tax rates in that state.

SHIPPING DETAILS

The estimated shipment date on your order is based on product availability, payment processing time, and warehouse processing time. It does not include transit time. Orders for in stock items typically ship within 24 to 48 hours of receipt (excluding weekends and holidays).

Expedited Shipping: Most in-stock items are eligible for same day shipping. These orders must be received before 1:00 pm Central Time, pending payment processing.

Orders placed on the weekend or on a holiday will not begin processing until the next business day.

Business days are Monday through Friday, excluding holidays. Please review the *Product Availability* section below for more information regarding order processing and product availability times.

Note: Title and risk of loss to all products will pass to you upon delivery.

PRICES

Your total order price will include the price of the product (on the day of ordering), any applicable sales tax plus shipping and handling charges.

Should we reduce the price on any shipped product within 10 calendar days of shipment, you may contact Customer Support at 888-232-8916 to request a refund or credit of the difference between the price you were charged and the current selling price.

To receive the refund or credit you must contact the TOTO USA Parts store within 14 business days of shipment.

PRODUCT AVAILABILITY

We make every effort to ship your product according to the estimated lead times provided above. The estimated lead times are in business days (Monday through Friday) excluding holidays. Although every effort is made to ship your order according to the lead-time provided, shipping dates may change due to unanticipated changes in supply and availability.

If the lead-time changes, the TOTO USA Parts Store will contact you via email and provide a revised shipping estimate.

For order status information we encourage or contact us via email at support@TOTOUSAparts.com or via phone at 888-232-8916.

Given the popularity of some products, TOTOUSAparts.com may restrict the number of such items that you may request and/or purchase. Any product limit restrictions will be posted on TOTOUSAparts.com website. This information is subject to change.

We reserve the right to discontinue the sale of parts without notice.

OTHER TERMS AND CONDITIONS

- The TOTO USA Parts Store is not responsible for typographic errors on this web site
- The TOTO USA Parts Store is reserves the right to change the terms and conditions of sale at any time.
- All sales at TOTOUSAparts.com are governed by Minnesota law, without giving effect to its conflict of law provisions.