



Terms and Conditions

Matrix Mirrors Terms and Conditions apply to all products sold and quotes made by the company and its associates. Matrix Mirrors reserves the right to amend these terms and conditions at any time. Amended terms and conditions will apply to all preceding product sales and quotes after publishing an amended version of the Matrix Mirrors Terms and Conditions. Matrix Mirrors will honor previous versions of its Terms and Conditions stated during product sales and in quotes made prior to an amendment.

Quotes

Documents detailing product quotes are only valid for the period specified for the organization or individual listed therein. Market fluctuations and government intervention impacting raw materials, transportation, and tariff may influence product availability, lead times, and pricing. Matrix Mirrors reserves the right to amend open quotes at any time.

Custom Designs

Submitting a purchase order for a custom design verifies approval of the provided, most current design drawings and specifications unless otherwise agreed upon.

Returns

No returns on custom products. Returns are acceptable for single orders of up to five standard sized mirrors with a 25% restocking fee and no refund on any shipping charges. Products must be in factory condition and returned in the original packaging within thirty days of receiving. Matrix Mirrors is not responsible for return shipping.

Shipping

Matrix Mirrors schedules shipping in a timely manner using the most economical and efficient method. Order quantities of more than one unit to a single destination will generally ship via a freight service. Orders of products larger than the standard sizes of 24"x36" or 18"x36" models will ship via freight service regardless of order quantity. Estimated Shipping Dates (ESD) are subject to change and are often determined by order quantity.

Receivers must inspect all products upon arrival at the shipping address provided at the time of order. Any shipping damage reported at a location other than the destination shipping address will not be eligible for free replacement parts or repair work. Any concealed damages incurred during shipping must be reported to Matrix Mirrors within 48 hours of receiving. Visible damages to shipments must be reported to the freight carrier at the time of delivery before signing off on the shipment. Any visible damage resulting in product damage not reported to the carrier at the time of receipt will not be eligible for free replacement or repair. Matrix Mirrors is not liable for damages on any additional shipping done outside of what is specified in the product order or its agreement with the customer or receiver.

Installation

Matrix Mirrors is not liable to damage to its products during installation. Matrix Mirrors is not responsible for damage to personal property due to improper installation or from an installation performed by an unlicensed person.

Tariffs

Customers are responsible for all tariffs that may be placed upon a product during shipping. Matrix Mirrors will not refund any tariffs in valid returns.

Warranty

Matrix Mirrors is not responsible for any charges incurred by the replacement of faulty components or glass.

Please view the Matrix Mirrors Warranty Statement for more detailed information on the company's warranty policy.