



Returns

Return Policy

GROHE offers a convenient 30-day return policy. You have 30 days from the date of receiving your item(s) to initiate a return. To be eligible for return, your item(s) must be in new, unused condition with original packaging and all accessories included.

Return Process

To initiate a return, please submit a [Return form](#). If you have questions regarding your return, contact our Customer Care team at 855-815-4726.

Once your return is approved, securely package your item(s) in the original packaging, including all accessories and manuals. Make sure to affix the convenient pre-paid shipping label (sent via email upon approval) to the outside of the box.

Once we receive and inspect the returned item(s), a refund will be processed to your original payment method within 7 to 10 business days.

Damaged or Defective Items

If your item(s) arrives damaged or defective, please contact us within 30 days of receipt. We will arrange for a replacement or refund at no cost to you.

Questions

If you have any questions about our return policy, please contact our Customer Care team at 855-815-4726.