

Customer Service & Shipping

Contact Information for Ukinox USA Kitchen Systems Inc.:

Orders: sales@topzero.com

Questions: info@topzero.com

Call: 1-844-TOPZERO (867-9376) | 954-776-0444

www.topzero.com

Customer Inquiries / Ordering Literature:

Please email your inquiry to support@topzero.com with your name, email, company name and phone number.

Terms and Conditions

- \$100 minimum order on all Purchase Orders except for parts.
- Prices are subject to change with 30-day notice. All orders will be invoiced at the prices in effect at the time of receipt of order.
- All returns must have a Return Authorization Number (RGA). An RGA will only be issued within 30 days from the product being delivered. Contact sales@topzero.com to request an RGA.
- A 25% restocking fee will be charged for All returns of product that is not damaged or was not mis-shipped.
- Upon delivery, if there is visible damage to the carton / box, claims against breakage and/or shortages must be made at time of receipt against the carrier. Also, please notify Ukinox USA of any breakage or shortage within 48 hours.
- Concealed damage must be reported to TopZero within 72 hours of receipt of merchandise to point of shipment.
- Any item found missing from a product must be reported to Ukinox USA within 48 hours of receipt of merchandise.
- Sink cut-out paper templates and downloaded files are meant to be guidelines and must be compared with the actual products which should always be present to ensure a perfect cut. Testing on a scrap piece before the final cut is always recommended. UKINOX USA will not be held responsible for any cut out done.
- Back orders are shipped as soon as stock becomes available. Back-order shipments will match freight qualifying status of original order.
- Back-order product will be considered an active order unless customer requests cancellation.

Freight Program | Shipping / Return Policy:

Please refer to 2026 Ukinox USA Customer Freight Program and Shipping / Return Policy from our web-site's support links.

Sink Care & Maintenance:

Please refer to 2026 Ukinox USA Sink Care & Maintenance from our web-site support links.

Warranty:

Ukinox USA warrants its sinks to be free of manufacturing defects in material and workmanship under normal residential usage for the lifetime of the sink. Please refer our web-site support link for the details.

Image Policy:

Ukinox USA provides images, corporate logos, ad materials, etc. only to Ukinox USA customers of record, that are in good credit standing, and follow MAP guidelines. Use of our images requires prior written authorization from Ukinox USA, due to copyright issues. If a customer of Ukinox USA is granted permission by us to use our images for their website, they may download the low resolution (web quality) images they need from our website.

If a customer is granted permission for usage of images and other advertising materials, these materials must remain in the possession of the customer, and not any third party. Ukinox USA will be performing periodic web searches to monitor for unauthorized usage of our images.