

Terms & Conditions

Quality



With the commitment to continually improve its products, processes, services and systems, Sonia has implemented ISO 9001. This commitment is reflected in our Quality Policy, which provides a reference framework for establishing management objectives as well as guiding all its processes towards the satisfaction of business stakeholders: Satisfaction of expectations of business stakeholders; Continuous improvement of the Management System, Products, Services and Processes; Compliance with legal, technical and market requirements; Accomplishment of the goals; Integration of the value chain.

Furniture:

UNE EN 14749, Domestic and kitchen storage units and worktops - Safety requirements and test methods.
UNE 56867, Bathroom furniture. Testing of surface finishes.
UNE 56868, Bathroom furniture. Physical test methods.

Basins:

UNE 67001, Ceramic sanitary ware. Technical specifications.
UNE EN 31, Wash basins - Connecting dimensions.
UNE EN 14688, Sanitary appliances - Wash basins - Functional requirements and test methods.

Accessories:

UNE 67100, Bathroom accessories. Definitions, general characteristics and tests:

Corrosion tests:

UNE-EN-ISO 9227. Corrosion tests in artificial atmospheres - Salt spray tests.
EN-ISO 10289. Methods for corrosion testing of metallic and other inorganic coatings on metallic substrates - Rating of test specimens and manufactured articles subjected to corrosion tests.
Sonia standard test: 216 hours vs 96 hours as per the norm.
UNE-EN ISO 27874. Metallic and other inorganic coatings - Electrodeposited gold and gold alloy coatings for electrical, electronic and engineering purposes - Specification and test methods.
ISO 4524-2. Metallic coatings. Test methods for electrodeposited gold and gold alloys coatings. Part 2: Environmental tests.

Adhesion tests:

UNE-EN 248. Sanitary tapware - General specification for electrodeposited coatings of Ni-Cr.
UNE-EN ISO 27874. Metallic and other inorganic coatings - Electrodeposited gold and gold alloy coatings for electrical, electronic and engineering purposes - Specification and test methods.
UNE-EN ISO 2409. Paints and varnishes. Cross-cut test.

Transport Warranties

Sonia is committed to offer quality products. That is why we apply strict guidelines for each and every process, starting from the raw materials receipt into our warehouses, all the way through to the shipment of the correctly packed goods. That way we can guarantee that our clients can continue to enjoy the beauty and quality of our products.

Once the order has been despatched from our warehouse, a transport process begins in which we require your collaboration in order to continue guaranteeing the quality of the product. 1. We expect you to inspect the goods once received in order to make sure that it was delivered to you in perfect condition, because we provide up to 48 hours to make a claim in case of damages.



If you are absolutely sure that the material was delivered in perfect condition, please sign the delivery note without any further remarks.



If you doubt or you are not able to properly inspect the goods then please add the following text in the delivery note: "Damaged packaging".



3. In case of damage to the materials themselves, the delivery note should be marked with the text "Damaged goods" within 48h.

By performing these easy steps, the transport agencies and the insurance companies will be able to respond quickly and effectively for any damage caused during transport, if not Sonia SA will not be held responsible for any replacement cost. Please contact us via email:

Spain: sonia.nacional@soniabath.com
International: sonia.export@soniabath.com

Many thanks for your kind cooperation.

General Care & Maintenance Bathroom Accessories

Sonia Accessories stand out for the long lasting quality and intense gloss in their finish.

In order to maintain your Sonia accessories with its brand new luster, it is important to follow some simple instructions:



Use only neutral non-abrasive detergents. Avoid aggressive products such as bleach, salfumán (hydrochloric acid), muriatic acid, formic acid, phosphoric acid, acetic acid (vinegar), ammonia, as they cause the appearance of rust. Check the composition of the cleaning products used.



It is recommended to use a soft cloth, do not use abrasive cleaners, steel wool or pads.



Do not spray cleaning agents directly on the accessories under any circumstance, spray on the cloth.



The use of steam cleaners is not recommended since the extreme high temperature of steam can compromise the integrity of the coating finish of the product.



Dry the surface after cleaning

Stainless Steel Maintenance Accessories

Be careful with the cleaning of stainless steel accessories to maintain their quality.

HOW TO CLEAN:



Periodically, wash the surfaces with water plus neutral soap until the dirt is removed.



Use cloths and/or sponges that do not scratch the stainless steel.



Never forget a good rinse with water after any cleaning operation.



A final drying will enhance the beauty of the surfaces.

WHAT NOT TO DO:



Do not use bleach.



Never use a steel wool in contact with stainless steel, which will cause iron contamination with the consequent immediate appearance of brown-orange oxides on the stainless steel surfaces.

In addition to the general cleaning standards, in which simply washing with water plus neutral soaps are sufficient to maintain the surfaces, depending on the specific media where the stainless steels are found, different cleaning practices will be necessary.

As a general rule, it is appropriate to test on an inconspicuous area of the product, in order to observe how the chosen utensil affects the surface of the stainless steel.

PVD Maintenance Accessories



To maintain the superior finish of PVD products, be sure to use only a damp cloth with dilute mild detergent (ie hand dish soap containing only surfactants that dissolve dirt and grease) and then dry thoroughly.



Debris buildup can discolor the original finish, so to prevent this damage, we recommend cleaning and drying the product regularly. It is best to include this in a regular cleaning schedule.



Do not use harsh chemicals (such as caustics, citric acid, bleach, vinegar, alcohol-based chemicals or chloride-containing detergents, or any other harsh household cleaners), abrasive cleaners, or scouring pads on any PVD product, as this it can affect the finish over time.



Never use steel wool as it will leave fine ferrous particles behind which will rust on the surface.



Do not use oily rags or greasy cloths to clean the surface of the product. It is recommended to use a soft cloth.

Wood and Cork Maintenance Accessories



To maintain the superior finish of cork, wood and phenolic products, be sure to use furniture grade products with a soft, clean cloth.



Do not aim the sprayer directly at the furniture.



Do not use harsh chemicals (such as caustics, citric acid, bleach, vinegar, alcohol-based chemicals or chloride-containing detergents, or any other harsh household cleaners), abrasive cleaners, or scouring pads on any PVD product, as this may affect the finish over time

Cork is a material with excellent properties, 100% natural from the bark of trees, so it can present differences in tonality, different grain sizes and some other irregularities WHICH SHOULD NOT BE CONFUSED AS PRODUCT FAILURES OR DEFECTS.

Mirrors Care & Maintenance



Clean your mirrors only with water or with a product indicated for cleaning mirrors; Do not use cleaning chemicals with hypochlorites, nor glass cleaner with ammonia, or alkaline and corrosive substances that generate edge attacks that affect the quality of the mirror.



After cleaning your mirrors, always keep their edges dry; keep the mirrors with sufficient ventilation, in closed places with the presence of chemical vapors or urine, these aggressive agents cause edge attacks on the mirror.



In the daily cleaning of the bathroom, gently wipe the moisture from the edges of the mirror.



Do not use abrasive material or sponges to clean the mirrors or the frame if it has one. Using these products may scratch the surface of the mirror or frame.

Furniture Care & Maintenance

General information for all surface:

The beauty of finished wood products will remain intact for years if we give them proper care.

The selection of materials for Sonia's bathrooms is carefully made with the appropriate materials for use in humid environments.

It is convenient, however, to make sure that in its installation we keep a safe distance from the shower or bathtub to avoid direct splashes or soap residues, and in the event that they occur, proceed to dry the furniture to minimize possible damage.

CLEANING INSTRUCTIONS:



We recommend cleaning your furniture with a soft cloth and a non-abrasive all-purpose cleaner. (Put the cleaning agent directly on the cloth and then wipe the surface, please do not aim the spray directly at the furniture.)



Rub gently, vigorously rubbing may cause staining or damage.



It is very important to keep the furniture surfaces dry, we recommend paying attention to areas where water is common, such as areas near the sink, and drying excess water or soap with a cloth.



On shiny furniture we recommend not using paper towels or dry cloths that could scratch the surface.



Do not use abrasive agents that contain ammonia, bleach or solvents that can damage the wood.



Excess water is the worst enemy of wood, avoid cleaning inside or outside with any direct source of water, and always remember to dry excess.



Avoid direct sources of heat, such as steam cleaners, towards the surfaces of your furniture. Remember: water or any standing liquid on the surface of your furniture would damage the finish and would not be covered by any warranty.

Ceramic basins Care & Maintenance



Ceramic basins can be easily cleaned, since only with clean water and a damp cloth they remain spotless.



For deeper stains, use a cloth soaked in vinegar or mild anti-limescale products.

Stone Countertop Care & Maintenance

Natural stones come to be formed by a long natural process, which is why they always present differences in tonality, veins of different types, incrustations of other minerals or fossils and some other irregularities that enhance their beauty and make them unique: WHICH SHOULD NOT BE CONFUSED AS PRODUCT FAILURES OR DEFECTS.

So that all our products have the highest quality, our natural stones have been selected from the best quarries and we apply water-repellent and oil-repellent anti-stain treatments, which prevent the formation of fungi and bacteria, facilitating cleaning and preserving their original beauty for a long time.



To clean natural stone, it is enough to use any detergent on the market with a neutral Ph. recommended for this type of material.



Avoid the use of other cleaning products unless it is clearly specified that they are for natural stone, this includes glass cleaner and generic bathroom detergents.



It is not recommend the use of abrasive dry cleaning products, nor the use of detergents that contain acids of any kind, alcohol and, especially, anti-limescale products that would seriously and sometimes irreversibly damage the piece.

By following these instructions you will be able to enjoy the beauty of a natural product for a long time, with the same natural appearance as on the first day.

Mineral Marmo & Composite Basins and Countertop Care & Maintenance



Caring for this product is quick and easy. To remove most stains, limescale and dirt that normally settles on the surface, simply wipe with a non-abrasive sponge and common non-abrasive detergents.



After cleaning, rinse the surface thoroughly. Recommended cleaning products are cream or liquid detergents that do not contain microbeads that will abrade the surface, or quick-rinse denatured ethyl alcohol used with a cotton cloth or non-abrasive sponge.

HOW TO PREVENT DAMAGE:



For cleaning, avoid the use of detergents and abrasive sponges. Do not use metal scrapers.



This product has good heat resistance, however, avoid placing hot objects on the surface or draining hot liquids.



The use of aggressive chemical solvents such as acetone, trichlorethylene, thinners, strong acids and bases is not recommended. Some substances such as ink, cosmetics and dyes can release dyes on the surface: avoid contact with the surface.



Do not place lit cigarettes, do not cut directly on the surface.

Sales and Terms Conditions

PRICES

Prices are subjected to change without notice and are exclusive of any shipping, delivery, packaging or handling charges that may apply.

DELIVERIES

Sonia S.A. will not be held responsible for delays in deliveries due to circumstances beyond its control such as fires, strikes, acts of nature, material shortages, accidents transportation delays, natural disasters or any other contingencies of such nature.

CLAIMS

All claims are to be made within 30 days after receipt of goods. NO CLAIM WILL BE ACCEPTED AFTER THE 30 DAYS DEADLINE. It is your responsibility to inspect the products once received, especially when the product is going to a job site. Notify carrier immediately in writing and request an inspection report, which shows the exact procedures for filing a claim. Keep all packaging material until your claim has been settled. Sonia S.A. has packaged the material to exceed normal shipping requirements and will not be responsible for poorly packaged returned fixtures resulting in additional damages. DO NOT RETURN ANY MATERIAL WITHOUT WRITTEN CONSENT from Sonia S.A. Seller's responsibility ceases when the products are delivered in good conditions to the carrier.

Replacements will only be shipped ground. If any other special shipment is required, customer will be responsible for additional charges.

180 DAY RETURN POLICY

Products may not be returned for credit or replacement without prior inspection and WRITTEN AUTHORIZATION FROM Sonia S.A. All R.G.A.'s must be requested in writing. The request must include P.O. number, invoice number (if available) and reason for return, after receiving your request, we will fax an approval that MUST BE INCLUDED with your return. Our restocking fee is 25%. In the event a product needs to be re-boxed for resale, we will charge a 15% net reboxing fee.

Orders including special order, project or display CANNOT be cancelled or returned.

WOOD PRODUCTS

A majority of our products are crafted from noble woods and various finishes. Because of the natural variations inherent to this natural material, minor differences in the look and finish are expected and are not considered manufacturing defects. We cannot guarantee an exact match on any of our products.

Contact

Please contact us via email:
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Many thanks for your kind cooperation,
Logistics department Sonia, S.A.

sonia[®]

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