Frequently Asked Questions

HERMITAGE BATH

For product support, please email: customer_service@focagroup.com

1. Is it tempered glass?

Yes,this product is crafted from high-quality glass, offering exceptional pressure resistance and is unlikely to break under normal usage conditions. Its design is suitable for a variety of settings, catering to your diverse needs.

2. Is this rust proof?

Yes, it's rust-proof thanks to the premium anodized aluminum frame.

3. How far apart are the preinstalled hooks for vertical hanging?

The hook spacing is determined by the mirror's size and installation method. Please refer to the instruction manual for specific details. If you require assistance, please contact us at steven@hermitagebath.com.

4. How does one hang this mirror?

we recommend starting by installing drywall anchors and screws on the wall, and then hanging the mirror. This process is similar to hanging a picture.

5. Can this size be hung horizontally?

Yes! All of our framed mirrors can be hung horizontally and vertically.

6. Is the mirror distortion-free without bending or warping of reflections?

Yes. The mirror is crafted from premium tempered glass and undergoes rigorous flatness testing and polishing. With a CRI of over 90%, it delivers a true-to-life, clear, and distortion-free reflection.

7. Is this a framed mirror? What are the thicknesses of the mirror and frame?

Yes, it is a framed mirror.
Frame Width: The SM、CL and RM models feature a 1.5-inch frame, the ZL model has a 1.25-inch frame. Glass Thickness: Mirrors larger than 42 inches utilize 4mm tempered glass, while models 42 inches and smaller utilize 3.2mm tempered glass.

8. Is this mirror only for bathrooms, or can I hang it elsewhere?

This mirror is designed for versatility. With its modern and elegant style, it works well not just in bathrooms, but also in a variety of other spaces such as dining rooms, living areas, bedrooms, hallways, entryways, and more.

9. Is assembly required? If so, how difficult is it?

This product requires no assembly. Simply install the screws into the wall and mount the mirror. All necessary hardware and installation instructions are included in the package. For assistance, please contact us at steven@hermitagebath.com.

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10.What are the overall dimensions of the mirror?

(SM)Height	Width	Mirror depth	Framed depth
24 inch	32 inch	3.2 mm	1.5 inch
24 inch	36 inch	3.2 mm	1.5 inch
30 inch	36 inch	3.2 mm	1.5 inch
42 inch	36 inch	4 mm	1.5 inch
48 inch	36 inch	4 mm	1.5 inch
60 inch	36 inch	4 mm	1.5 inch

(ZL)Height	Width	Mirror depth	Framed depth
24 inch	30 inch	3.2 mm	1.3 inch
30 inch	30 inch	3.2 mm	1.3 inch
36 inch	30 inch	3.2 mm	1.3 inch

(CL)Height	Width	Mirror depth	Framed depth
30 inch	20 inch	4 mm	1.5 inch
36 inch	24 inch	4 mm	1.5 inch

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11.How is the product packaged to prevent damage during shipping?

Our mirrors are crafted from tempered glass, making them resistant to breakage. Each mirror is packaged with thickened foam and reinforced cardboard to maximize shipping safety. In the rare event of transit damage, we offer a worry-free replacement or return service.

12.What is the return policy if the mirror arrives damaged or doesn't match my expectations?

For Non-Manual/Malicious Damage: We will arrange free shipping for a replacement.
For Product Dissatisfaction: We accept returns for any reason. If the item is in its original condition (please retain the original packaging), you may return it. We will process a refund or exchange upon receiving the returned item.

13.What is the weight of the mirror? Can my wall support it?

(SM)Size	Weight(lb)
24 in. W x 32 in. H	10
24 in. W x 36 in. H	11
30 in. W x 36 in. H	14
42 in. W x 36 in. H	21
48 in. W x 36 in. H	26
60 in. W x 36 in. H	33

(ZL)Size	Weight(lb)
24 in. W x 30 in. H	10
30 in. W x 30 in. H	12
36 in. W x 30 in. H	14

Tip: The product weight is for reference only. There may be minor variations during production, and the actual weight shall be based on the physical product.

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