



June 22, 2016

Bathcraft, LLC Freight , Return, and Order Cancellation/Change Policy

Effective June 21, 2016 the following changes will go into effect:

Standard & Premium Service

- Standard Service (FFA)
 - Full Freight Allowed shipping minimum = 16+ pieces
- Premium service and applicable drop fees – does not apply to LTL shipping
 - 1-5 pieces = \$265 drop fee
 - 6-10 pieces = \$195 drop fee
 - 11-15 pieces = \$125 drop fee

*Note: "Piece" is defined as a complete single sellable gelcoat or acrylic product (i.e. shower pan, soaking tub, shower or tub/shower unit). Sectional units (i.e. A² pan and/or tub with wall systems) are considered 1 piece as a complete shower system.

Return Policy

- Special order and non-standard color products cannot be returned for any reason.
- Any and all returns can only be returned via LTL or Pre - Approved Truck. This includes damaged product deemed non-repairable by an authorized repair agency.
- Standard stock items (if pre-approved) are subject to restocking fee plus cost of return freight.
- No product can be returned after eight weeks from ship date.
- Goods for return authorized in advance by Bathcraft must be returned within 30 days of authorization.
 - Bathcraft will assign an RGA number to the unit
 - Credit for goods under the RGA will be issued after all units are inspected at the factory
 - No credit will be issued on units deemed un-sellable

Order Cancellation or Change

- Customers may NOT cancel or change an order for standard models within 48 hours of delivery.
- Written confirmation of the cancellation or change must be given.
- An order for non-standard colors or modified units requiring special accessories cannot be cancelled or changed.

For question or comments please contact Lenny Davis, VP of Sales Bathcraft, lenny.davis@bathcraft.com.

Lenny Davis
VP of Sales
Bathcraft, LLC.