



November 3, 2016

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

Effective November 3, 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

1. All returns must have an approved RMA (Return Material Authorization) number from our Customer Service Department.
2. All returns must be in A-Grade quality condition; with copy of RMA (Return Merchandise Request) attached to returned product, ready for resale, without needed repairs, clean and free of debris. Skirt packs, boxes, or other packaging must be in good order.
3. All accessories must be present and in new condition.
4. No product can be returned after eight weeks from ship date. Goods for return authorized in advance by Aquatic must be returned within 30 days of authorization.
5. Any and all returns can only be returned via Pre-Approved Aquatic Truck. This includes damaged product deemed non-repairable by an authorized repair agency.
6. Credit for goods under the RMA will be issued after all units are inspected at the factory. No credit will be issued on units deemed un-sellable. Signature from the driver/carrier receiving returned product does not constitute inspection of goods. If the Aquatic quality team determines in its reasonable discretion that the problem is due to customer or third party misuse, abuse or mishandling, the customer will be so notified.
7. Any repair or packaging cost necessary to bring product to sellable condition may be deducted from any credit reimbursement. Customer Service will notify the customer of the disposition and credit value.
8. Standard Stock items (if pre-approved), are subject to a 50% restocking fee plus cost of return freight. Refer to general ordering price book for verification of designated stocking product.
9. Special order and non-standard color products cannot be returned for any reason.
10. Aquatic Bathware reserves the right to deny any request to return product.
11. This return policy in no way deviates or supplements Aquatic's standard warranty terms. Aquatic warrants that its products will conform to our specifications and be free of defects in workmanship and material. All other warranties, express or implied, are disclaimed.

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.