

## **RETURNS**

We thank you for your purchase. Here at Streamline®, our goal is to provide customers with exceptional bathroom and kitchen products. We understand that things sometimes don't work out. If you are unsatisfied with your Streamline® product and would like to initiate a return, please reach out to [support@streamlinebath.com](mailto:support@streamlinebath.com). We continue to grow and want to offer the best customer experience possible, and by reaching out to us prior to initiating a return, we can ensure that these issues do not continue in the future.

## **LIMITED WARRANTY EXCLUSION**

ALL OTHER WARRANTIES EXPRESS OR IMPLIED INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. STREAMLINE IS NOT LIABLE FOR ANY INDIRECT, INCIDENTAL, CONSEQUENTIAL OR SIMILAR DAMAGES INCLUDING, BUT NOT LIMITED TO, LOST PROFITS OR REVENUE, INABILITY TO USE THE PRODUCT, OR ANY OTHER ASSOCIATED EQUIPMENT, THE COST OF SUBSTITUTE EQUIPMENT, AND ANY CLAIMS BY THIRD PARTIES RESULTING FROM THE USE OF THIS PRODUCT.

This warranty gives you specific legal rights, and you may have other rights that vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the limitations or exclusions stated above may not apply.

## **WHAT IS NOT COVERED UNDER THIS LIMITED WARRANTY**

- Normal wear and tear or cosmetic damage.
- Damage due to accidents, misuse, physical force, improper installation or operation, mishandling, neglect, fire, heat, water, humidity, liquids, insect infestation, or other intrusion.
- Products that have been repaired, altered or modified by anyone other than Streamline® or its authorized service representative.
- Damage caused by use of non-Streamline® accessories or misapplication.
- Products whose serial numbers have been removed, altered or rendered illegible.
- Products purchased, shipped from, used or serviced outside the United States.
  - Damage caused by acts of nature such as, but not limited to, lightning damage.
  - Products returned without valid proof of purchase.

## **DELIVERIES**

Immediate inspection is required when receiving Streamline® items. It is important to notate any damage or carton count discrepancy on the BOL / Proof of Delivery (POD) receipt when you sign for the delivery, even if the package appears only slightly damaged. If the driver doesn't allow or won't wait, notate on the BOL / POD "Driver will not allow inspection." Damages should be reported to Streamline® within 3 calendar days of delivery.

Customers who sign for delivery and do not provide proper detailed description assume responsibility if merchandise is damaged or missing cartons. If the product itself appears significantly damaged, you may refuse delivery after you notate it on the POD / BOL and provide clear pictures to Streamline®. Please notify Streamline® of refusal so we can anticipate the return and send out a new item.

Please look for the following when checking:

- Carton/Pallet Count
- Crumpled and pushed in areas
- Fork lift punctures
- Holes
- Any additional outside damage to packaging

## **ESTIMATED SHIPPING & TRANSIT TIME**

We do our best to provide you with accurate shipping times for our products. The times are estimates only. Estimated transit time will not include the time it takes for the item to be processed. Products that are in stock normally ship from the warehouse within 1-2 business days, however these products are subject to prior sale and availability and lead times are not guaranteed.

Estimated shipping time is between 2-10 business days (the actual number will depend on the state and customer availability for delivery). These shipping times are not a guarantee. If you have a time sensitive project we recommend that you contact a customer service representative at [support@streamlinebath.com](mailto:support@streamlinebath.com).

## **DAMAGE & DEFECTIVE GOODS POLICY**

At Streamline®, we understand that a product may get damaged in transit or, on occasion, there may be a manufacturer product defect. Rest assured, we will stand behind you during this process and make sure we do everything we can to bring it to a satisfying and timely conclusion.

For us to offer this level of service, however, we need a little help from the customer in the form of a detailed product inspection immediately upon delivery. In this case, it is important to notate any damage on the BOL or POD when you sign for the delivery.

Also, please provide clear photos of the damages to Streamline®. If the driver doesn't allow or won't wait notate on the BOL / POD "Driver will not allow inspection." All damages should be reported to Streamline® within 3 calendar days of delivery.

## **REPLACEMENT PARTS**

Replacement parts are sent at Streamline's® sole discretion. For us to determine if replacement parts are necessary, please provide us with a clear description of what the issue is as well as supplementary photos for us to better serve you and understand the problem. Whether any additional fees or charges are to be assessed with respect to replacement parts will be determined on a case by case basis.

## **INCORRECTLY SHIPPED ITEMS**

If the item received was incorrectly shipped or missing any component parts, please contact us immediately at [support@streamlinebath.com](mailto:support@streamlinebath.com)

## **DAMAGES & REFUSING A FREIGHT SHIPMENT**

If the shipment is damaged, a customer has the option of refusing the shipment. Contact our customer service representative immediately at [support@streamlinebath.com](mailto:support@streamlinebath.com) when and if you refuse a shipment. Also, proper notation must be on the BOL / POD receipt.

Any external evidence of loss or damage that occurred during transit is considered visible loss or damage and must be noted on the BOL / POD and signed by the carrier's agent (driver). Failure to adequately describe the visible loss or damage could result in the carrier delaying or refusing to honor the freight claim.

Any damage that occurred during transit that was not visible at the time of delivery is considered concealed loss or damage. Due to rough handling in transit it is possible to damage the contents of a carton without damaging the outer packaging itself. If such a situation occurs, it is important to contact Streamline® immediately for instructions on how to handle this.

You must open all received boxes and inspect products for concealed damage within 72 hours (3 calendar days) of delivery and Streamline® must be notified at that time. After this time frame claims may not be honored.

Streamline® reserves the right to replace any damaged merchandise within 3 calendar days of notification by the customer. If a replacement item is available for shipping within that time period, then a refund cannot be issued. If no replacement is available, the damaged item(s) will be refunded in

full if the damage was the fault of freight carrier, and all return procedures were followed.

Failure to follow return procedure for the damaged item may result in a charge for the free replacement item.

## **LIMITED MANUFACTURER'S WARRANTY**

### **[BATHTUB]**

All parts and finishes of Streamline® bathtubs are warranted to the original consumer purchaser to be free from defects in material and workmanship for a period of two to five years [depending on model; please check the product listing or email us at [support@streamlinebath.com](mailto:support@streamlinebath.com)] after the date of original retail purchase. Proof of the original purchase is required to obtain a remedy under this limited warranty. Streamline® recommends using a professional plumber for all installation and repair.

Streamline® will replace, free of charge, during the warranty period any part or finish that proves defective in material and/or workmanship under normal installation, use and service. Replacement parts may be obtained by emailing us at [support@streamlinebath.com](mailto:support@streamlinebath.com)

This warranty is extensive in that it covers replacement of all defective parts and even finish, but these are the only two things that are covered. Labor charges and/or damage incurred in installation, repair, or replacement as well as any other kind of loss or damages are excluded. Proof of purchase (original sales receipt) from the original consumer purchaser must be made available to Streamline® for all warranty claims. This is the exclusive warranty by Streamline®, which does not make any other warranty of any kind, including the implied warranty of merchantability.

This warranty excludes all industrial, commercial and business usage, whose purchasers are hereby extended a one-year limited warranty from the date of purchase, with all other terms of this warranty applying except the duration of the warranty.

Any damage to this faucet as a result of misuse, abuse, or neglect, or any use of other than genuine Streamline® replacement parts will void the warranty.

## **LIMITED MANUFACTURER'S WARRANTY**

### **[FAUCETS]**

All parts and finishes of Streamline® faucets are warranted to the original consumer purchaser to be free from defects in material and workmanship for three years from date of purchase. Streamline recommends using a professional plumber for all installation and repair.

Streamline® will replace, free of charge, during the warranty period any part or finish that proves defective in material and/or workmanship under normal installation, use and service. Replacement parts may be obtained by emailing us at [support@streamlinebath.com](mailto:support@streamlinebath.com)

This warranty is extensive in that it covers replacement of all defective parts and even finish, but these are the only two things that are covered. Labor charges and/or damage incurred in installation, repair, or replacement as well as any other kind of loss or damages are excluded. Proof of purchase (original sales receipt) from the original consumer purchaser must be made available to Streamline® for all warranty claims. This is the exclusive warranty by Streamline®, which does not make any other warranty of any kind, including the implied warranty of merchantability.

This warranty excludes all industrial, commercial and business usage, whose purchasers are hereby extended a one year limited warranty from the date of purchase, with all other terms of this warranty applying except the duration of the warranty.

Any damage to this faucet as a result of misuse, abuse, or neglect, or any use of other than genuine Streamline® replacement parts will void the warranty.