

return goods policy

- I. Blu Bathworks will accept as return goods only products which are defective because of poor workmanship or materials. Please Note: Only the part or parts of complete sets which are defective will be accepted for return. For example, a damaged handle does not require the return of the complete widespread fitting.
- II. Authorization for the return of goods will be determined under the Conditions of Sale and Limited Warranties outlined below. Please refer to the Warranty section for more information.
- III. UNDER NO CIRCUMSTANCES WILL MERCHANDISE BE ACCEPTED FOR RETURN WITHOUT PRIOR EXPRESS WRITTEN AUTHORIZATION.
- IV. Customers will submit requests for returns and must provide all of the following information:
- A. QUANTITY
 - B. ARTICLE NUMBER AND FINISH
 - C. PURCHASE ORDER OR INVOICE NUMBER
 - D. REASON FOR RETURNING
- V. A copy of the Return Goods Authorization (RGA) form is available on www.blubathworks.com. Any product returned that has not been authorized and included on the RGA form will be considered unauthorized and no credit will be issued. Unauthorized items will be returned to you at your expense.
- VI. Preparation of products for return: all products must be individually packed either in their original carton and packing materials or carefully wrapped and boxed to prevent damage while in transit. Any Blu Bathworks cartons must be placed in a proper shipping box with adequate packing materials. Please clearly indicate the contents of all internal boxes. Please tape all boxes closed.
- VII. The return shipment should be sent to Blu Bathworks, freight paid, prior to the expiration date of the RGA. Any material returned after the expiration date will be refused and will not be accepted for repair/replacement/credit at a later date. Please enclose a copy of the RGA form with the return shipment. Affix a Return Shipping label to each box returned. **CARTONS NOT PROPERLY IDENTIFIED WILL BE REFUSED UPON RECEIPT AT BLU BATHWORKS INC.**
- VIII. The value of the returned merchandise will be determined following a physical inspection of the materials received. A repair/replacement/credit for those items determined defective will then be issued.
- IX. The credit value of the item returned will be determined as follows:
- A. Factory defective items or incorrectly shipped items — a full credit will be given upon receipt and inspection, **IF PACKAGED PROPERLY.**
 - B. Authorized return of resellable material — invoice price minus restocking charge based upon the time elapsed since the invoice date:
 - 1. Up to 60 days from receipt: 25% restocking charge
 - 2. 61 – 120 days from receipt: 50% restocking charge
 - 3. Over 120 days from receipt: merchandise will not be authorized for return
 - C. Unauthorized return — no credit issued
- X. Special order and Tier items are not subject to cancellation or return
- XI. **PROPER PACKAGING, LABELING AND PROTECTION OF THE RETURN GOODS SHIPMENT IS THE RESPONSIBILITY OF THE SHIPPER.**

return goods checklist

In order to receive repair / replacement / credit on any return goods, please use the following checklist:

- Have the returned products been carefully wrapped to prevent any damage?
- For credit purposes, are the returned products in the original packaging? For repair/replacement, are the returned goods properly boxed and clearly marked with the product number?
- Has the product packaging been placed in a shipping carton with adequate packing materials?
- Is a copy of the RGA form included with the returned products?
- Was a return shipping label used?

warranty

LIMITED FURNITURE RESIDENTIAL WARRANTY

Blu Bathworks® ("Blu") furniture products are warranted to the original purchaser to be free from defects in all material and workmanship during normal residential use for a period of five (5) years from the date of purchase. Blu will, at its election, repair, provide a replacement part or product, or make appropriate adjustment, subject to the terms and conditions set forth in this warranty.

LIMITED CERAMICS RESIDENTIAL WARRANTY

Blu Bathworks® ("Blu") ceramic products are warranted to the original purchaser to be free from defects in all material and workmanship during normal residential use for a period of one (1) year from the date of purchase. Blu will, at its election, repair, provide a replacement part or product, or make appropriate adjustment, subject to the terms and conditions set forth in this warranty.

LIMITED blu-stone™ RESIDENTIAL WARRANTY

Blu Bathworks ("Blu") blu-stone™ products are warranted to the original purchaser to be free from defects in all material and workmanship during normal residential use for a period of five (5) years from the date of purchase. Blu will, at its election, repair, provide a replacement part or product, or make appropriate adjustment, subject to the terms and conditions set forth in this warranty. Blu Bathworks® does not recommend exceeding US/Canada maximum hot water temperature regulations of 150°F / 65°C, respectively. Exceeding stated temperatures could result in damage to blu-stone basins and bathtubs.

LIMITED ACRYLIC BATHTUBS RESIDENTIAL WARRANTY

Blu Bathworks® ("Blu") acrylic bathtubs are warranted to the original purchaser to be free from defects in all material and workmanship during normal residential use for a period of five (5) years from the date of purchase. Blu will, at its election, repair, provide a replacement part or product, or make appropriate adjustment, subject to the terms and conditions set forth in this warranty.

LIMITED TAPWARE RESIDENTIAL WARRANTY

Blu Bathworks® ("Blu") tapware products are warranted to the original purchaser to be free from defects in all mechanical parts and polished chrome finishes during normal residential use for as long as the original purchaser owns his or her home. Blu will, at its election, repair, provide a replacement part or product, or make appropriate adjustment, subject to the terms and conditions set forth in this warranty.

LIMITED ELECTRONICA TAPWARE RESIDENTIAL WARRANTY

Blu Bathworks® ("Blu") electronica tapware products are warranted to the original purchaser to be free from defects in all electronic parts during normal residential use for a period of five (5) years from the date of purchase. Blu will, at its election, repair, provide a replacement part or product, or make appropriate adjustment, subject to the terms and conditions set forth in this warranty.

LIMITED COMMERCIAL WARRANTY

Blu Bathworks® ("Blu") products are warranted to the original purchaser to be free from defects in all material and workmanship during normal usage for a period of one (1) year from the date of purchase. Blu will, at its election, repair, provide a replacement part or product, or make appropriate adjustment, subject to the terms and conditions set forth in this warranty.

terms and conditions

This warranty applies only to Blu Bathworks® ("Blu") products distributed in North America.

This warranty is non-transferable and is for the exclusive benefit of the original purchaser of a Blu product. This warranty may be exercised by the original purchaser of a unit in a new residential development. Blu recommends using a professional plumber for all installation and repair. This warranty does not apply to products that have been installed in any manner other than as set out in Blu's installation guides, or to products that have been altered in any way.

For further clarity, the above stated warranty does not cover or apply to damage attributable to:

- a. neglect, misuse, abuse, accident or negligence;
- b. normal wear and tear, such as gloss reduction, scratching or fading over time due to use, cleaning practices or water or atmospheric condition, including but not limited to, the use of bleach, alkali, acid cleaners, dry (powder) cleaners or any other abrasive cleaners or the use of metal or nylon scrubbers.
- c. dirt or lime scale, or improper care, cleaning, or maintenance of the Product, or the use of inappropriate cleaners (such as those containing abrasives, ammonia, acids, waxes, bleaches, solvents, alcohol, or any product not recommended for chrome);
- d. damage caused by transportation, or improper storage;
- e. a natural calamity such as fire, earthquake, flood, thunder, electrical storm, etc.;
- f. sediments or foreign matter contained in a water system;
- g. damage or loss resulting from improper installation or from installation of the Product in a harsh and/or hazardous environment, or improper removal, repair or modification of the Product;
- h. electrical surges or lightning strikes or other acts which are not the fault of Blu Bathworks® or which the Product is not specified to tolerate;
- i. the use of any Product in a manner inconsistent with the Product instructions / owners manual; and
- j. any failure, or damage to, this Product caused by either chloramines in the treatment of public water supply or cleaners containing chlorine (calcium hypochlorite). **NOTE:** The use of high concentrate chlorine or chlorine related products can seriously damage the fittings. This damage can cause leakage and serious property damage.
- k. the aerator included in some tapware, due to being an expendable item

This is the only warranty of Blu, which makes no other warranty of any kind. Blu disclaims any liability for special, incidental or consequential damages. In no event shall the liability of Blu under this warranty exceed the purchase price of the product.

PROCEDURE FOR WARRANTY SERVICE

Refer to blubathworks.com for policy and procedures relating to requests for service under the terms of this warranty.

Original proof of purchase is required. Blu is not responsible for removal or installation costs, or the costs of shipping and handling associated with any service. Repaired or replaced products or parts are warranted only for the period remaining under the initial warranty.

For warranty eligibility, a completed & signed Return Goods Authorization (RGA) form must be emailed to Blu Bathworks® at warranty@blubathworks.com, which includes all relevant information regarding your claim, including:

- Product /SKU number
- Proof-of-purchase (copy of your original sales receipt, purchase order, or invoice), the date the product was purchased, and installation date
- Complete description of the problem with supporting documentation as applicable (such as photographs)

Any damages resulting from transportation or missing parts must be reported to Blu within 5 days of receipt.

Please allow 7 to 14 business days for warranty processing.

Special order / custom products are not subject to return.