



Bathing units for people of all abilities
www.best-bath.com

BEST BATH SYSTEMS LIMITED WARRANTY

Warranty

Best Bath Systems warrants to the original consumer that Best Bath products will be free from manufacturing defects of structural, finish, or workmanship for ten (10) years from date of purchase. If a manufacturing defect should become apparent within the warranty period, Best Bath Systems, following investigation and verification of claim, will repair or replace the item at our cost. The Best Bath warranty obligation in regards to equipment is limited to any warranty extended to Best Bath by these suppliers of the equipment.

What is Not Covered

- 1. If a replacement of the warranted item is determined to be necessary, this warranty does not cover labor costs involved in demolition and removal of item or installation of the replacement.**
- 2. Abusive treatment, misuse, normal wear and tear, accidents, acts of God, fire, repairs or alterations not authorized in writing by Best Bath Systems, theft, damaged or lost materials, improper installation, damage in storage or handling, reactions caused by accessories or cleaning materials, mis-drilled holes, punctures from dropped items, negligence, construction damage or other non-manufacturer caused damage is not covered by this warranty.**
- 3. Best Bath Systems will under no circumstances be held liable for water damage in connection with any bathing unit. It is the purchaser's responsibility to inspect and test the unit upon receipt and installation.**

4. The use of permanent non –slip type appliqués or rubber bath mats that are left in place after use for over 24 hours may result in blistering of the surface which is not covered under our warranty.

5. When products are shipped common carrier, the responsibility for the unit’s safe delivery is assumed by the carrier. It is the responsibility of the consignee to inspect the container and report any damage to the freight company within their allotted time and to Best Bath Systems Customer Service within five (5) business days of delivery in order to request reimbursement for products or costs.

6. Damage may be repaired by Best Bath Service Technicians (when requested) at a cost to be determined by the Warranty Department chargeable to the customer or contractor as appropriate.

Return of Goods

1. Goods or products needing to be returned must be authorized by Best Bath Systems Customer Service Department prior to being returned. A “Returned Goods Authorization” (RGA) number will be issued when appropriate by the Customer Service Department. Items are not returnable after 90 days from date of invoice.

2. Non-warranty issues requiring a return are subject to a 25% restocking fee. Freight costs are the obligation of the customer.

NOTE: Special order items including colored units are not returnable.

Filing a Claim

To file a claim you must contact Best Bath Systems Customer Service/Warranty Department within the allotted timeframe by phone, email, or mail. Please contact:

**National Customer Service Supervisor
Best Bath Systems, Inc.
4545 Enterprise St.
Boise, ID 83705**

Phone: (208) 433-6650 Toll free: (866) 433-6650

Fax: (208) 343-1655 Toll free: (866) 333-8657

Email: cindym@best-bath.com

Web Site: www.best-bath.com

Office Hours are Monday-Friday 8:00 A.M. – 5:00 P.M. Mountain Time

The following information is needed to process your claim:

1. Name, address, and phone number
2. Sales Order number, Invoice number, Purchase Order from the original customer, or some documentation that reflects original date of purchase
3. Description of repair needed or other issue
4. Proof of purchase

Repairs

After a claim is approved by the Warranty Department, a repair technician will be scheduled to repair the item at no charge to the customer. If a replacement item is determined to be necessary, the item (or an item of equal or greater value if the item is no longer manufactured) will be provided at no cost to the customer. However, costs associated with demolition, removal and installation are not covered by this warranty.

State laws relating to this warranty

Some states laws prohibit limitations on warranties. In any case where a portion of this warranty is found to be not legal or conflicting with any state law, that portion of this warranty is voided but all other portions remain valid.

Modifications to this Warranty

This document supersedes all previous warranties written, verbal, or implied issued by Fiberglass Systems, Inc. or Best Bath Systems, a division of Fiberglass Systems, Inc. Best Bath Systems, Inc. reserves the right to modify or change this warranty in its entirety at any time without prior notification. Effective date of this warranty is 12/12/2006.