

Last Revised 2016

Note:

Quotes are applicable to the request that accompanied them. Any changes may result in price and lead time changes and requires a new quote. After order has been placed any changes may result in extension of the lead time and/or fees up to the full price of the product.

Cancellation and Return Policy:

**AER-DEC and Designer Series Cancellation Policy:**

In the event of an order cancellation the following items may apply:

-If the order is cancelled more than 5 working days from order placement it will result in a minimum of a 25% fee, up to the full price of that product.

-If the order is 5 working days or less from scheduled shipment any cancelations result in the full price of the sink.

**SloanStone Cancellation Policy:**

In the event of an order cancellation the following items may apply:

-The order must be cancelled within 3 working days of order placement to avoid a fee, anything beyond 3 days may result in a fee up to 50% the price of the product.

**Stainless Steel Sinks Cancellation Policy:**

In the event of an order cancellation the following items may apply:

-The order must be cancelled within 5 working days of order placement, anything beyond 5 days may result in a fee up to 50% the price of the product.

**Return Policy All Sink Models:**

The following items apply:

-Sinks and Mounting cannot be returned once shipped. If components (faucets, soap dispensers, hand dryers)

have not been opened they can be returned for partial credit.

#### Installation/Field Measurements:

Sloan requires all sinks be installed by knowledgeable Corian or Quartz installers. Installation and/or field measurement is not included in this estimate, and is by others. Installation must be performed by qualified personnel and in accordance with installation instructions and generally accepted industry practices. Incorrect or improper installation will void any product warranty. Any standard sinks over 120" will need to be seamed in the field during installation. For custom sinks refer to signed drawings packet to see if seaming will be required. If seaming is required and you'd prefer to purchase the seaming material/epoxy from Sloan ask your Sloan representative about ordering details.

#### Materials:

Sloan produces using solid surface (SloanStone and Corian) and quartz slabs which may vary in color by slab/lot, because of this there may be a slight variation between orders. Variation can also occur in grain, veins and surface finish both between lots/slabs and even within the same lot/slab. While Sloan takes the utmost caution to match and orient these products in such a way that these imperfections add to the aesthetic value of the product, Sloan will not

be held responsible for this variation. For any warranty issues Sloan reserves the right to repair solid surface sinks.

#### Signed Document Submittal:

Sloan requires a signed architectural worksheet or signed drawing (if applicable) to be able to place an order. If an order is placed without these documents submitted to Sloan it will result in an order hold that will extend any previously agreed upon lead time commitments. Once the documents are received the order will be reinstated and an updated ship date will be provided.

#### **Claim Process:**

For all Sloan Sinks if you receive a damaged sink or suspect damage (crate broken, etc.) please reference our "Sink Claims Procedure". Send the below information to [sinkclaim@sloan.com](mailto:sinkclaim@sloan.com) within 1 week of receipt of sinks to be considered for a full credit replacement sink. Incomplete claims and/or late claims there will not be eligible for full credit replacement sinks.

Information to be provided:

1. Upon notification of a cargo claim, Sloan and our manufacture's reps should instruct the notifying party that they must keep all original packaging, including cartons and contents, until the claim resolution process is completed. It may be necessary to make the packaging / contents available for inspection by the carrier's representative. Keep merchandise and all packaging materials. **NOTE: It is imperative that the receiver keep the merchandise segregated and available for inspection until the claim is settled. If the claim is for full replacement value, and the claim is successfully paid, the carrier has the right to the cargo and may elect to collect it for sale or salvage to recoup a portion of their costs.**
2. Explanation of what we are filing a claim for (i.e. damage, lost, shortage), against whom we should file, and the value of the claim being filed. For a damage claim, provide as much detail as possible specifically describing the damage to the product.
3. Account Number
4. Customer Name, Customer Contact Name, Customer Address, Customer Phone Number
5. Signed copy of carrier bill of lading, or delivery receipt from recipient (copy should be signed by receiver noting that the cargo was short or damaged when delivered) and photos.
6. Sloan Delivery Number and/or Sales Order Number
7. Copied of all documentation related to proof of claim value. This can be a copy of original invoice from vendor or supplier, copy of retail invoice or receipt, final confirmation screen if online order with proof of payment, itemized repair invoice or statement of non-repair, appraisals, expense statement, or any other applicable documentation.
8. Copy of any inspection form that may have been completed noting damage and cost of repair.
9. Copies of any photos showing damage.

If you have a shortage (missing soap dispenser, etc.) please contact Sloan's customer service. Please have ready your order number and the item name and quantity that you are missing.