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Our Warranty

[RESIDENTIAL PRODUCTS \(/RESIDENTIAL/DEFAULT.ASPX\)](#)[COMMERCIAL PRODUCTS \(/COMMERCIAL/DEFAULT.ASPX\)](#)

30 YEAR LIMITED WARRANTY

Best Bath Systems, Inc. warrants that Best Bath's fiberglass reinforced showers, walls and pans will be free from manufacturing defects for 30 years. This warranty is made to the original owner who occupies the residence in which the bathing unit is installed.

If a manufacturing defect should become apparent, Best Bath Systems, Inc. following investigation and verification of claim, will either repair or replace the item at our discretion. The Best Bath warranty obligation in regard to equipment and accessories is limited to any warranty extended to Best Bath Systems, Inc. by the manufacturer of the equipment or accessories.

Limits to Coverage

- When products are shipped by 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.
- Abusive treatment, misuse, normal wear and tear, accidents, fire, repairs or alterations not authorized in writing by Best Bath Systems, theft, lost materials, improper installation, damage to product due to shipping, storage or handling, reactions caused by accessories or cleaning materials, mis-drilled holes, negligence, construction damage, punctures from dropped items into the tub and other non-manufacturer issues are not covered by this warranty.
- The use of permanent non-slip type appliques 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.
- Best Bath Systems will under no circumstances be liable for water damage to the house and furnishings in connection with any bathing unit. It is the responsibility of the purchaser/installer to inspect and test the unit upon receipt and installation.
- 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.

Filing a Claim

To file a claim, contact Best Bath Systems Customer Service/Warranty Department by phone, email, or mail.

Please contact:

National Customer Service Supervisor
Best Bath Systems, Inc.
723 Garber Street
Caldwell, ID 83605

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

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

Email: warranty@best-bath.com (<mailto:warranty@best-bath.com>) Web Site: www.best-bath.com

<http://www.best-bath.com>

The following information is necessary to process your claim:

1. Name, address, email 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 damage and repair requested

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 Best Bath 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 11/1/2009.

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.

[Repair Policy \(RepairPolicy.aspx\)](#)

[Submit a Repair Request \(SubmitAREpairRequest.aspx\)](#)

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.

[Return Policy \(ReturnPolicy.aspx\)](#)

[Submit a Return Request \(SubmitAReturnRequest.aspx\)](#)

[Approved Return Instructions \(ApprovedReturnInstructions.aspx\)](#)

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