

WSA NO: _____ Customer Name: _____

Purchase Date: _____ Item Description: _____

Introduction

We would like to take this opportunity to sincerely apologize for any issues you are experiencing with one of our refinished antique products. By following the instructions below, we can expedite a quick resolution.

If you need a refresher regarding what is/isn't covered by warranty, please click here.

Options for Warranty Service on a Refinished Item

Touch Up Kit

Perfect for scrapes or scratches, our touch up kit is the solution for smaller repairs. The kit we send is an exact match to the finish on your item. The kit includes everything necessary to repair multiple scratches, chips & blemishes. If you would like to proceed with this option please order online at:

<http://readytore.com/professional-tub-tile-shower-surface-scratch-or-paint-finish-repair-kit-by-manufacture/>

Enter coupon code: **WSAPTK** during checkout and the kit is free of charge.

Important: The components in the touch up kit do have a short lifespan. The kit needs to be applied no more than two days after arrival. Do not store it and discard after use. Please time your order as appropriate. All kits are sent out USPS Priority Mail and arrive 2 to 3 days after placing an order.

Return & Refinish

Should your piece require more attention, we do offer the option of a completely refinish your item free of charge. Simply return the item to us; upon arrival we will completely strip and replace the finish. The process takes approximately five business days (not including shipping time). If you would like to proceed with this option, please follow the steps below to prepare the item for shipping.

1. Remove the faucet, drain assembly and any other accessories.
2. Wrap the item in a furniture blanket or similar for protection during shipping.
3. Secure the item to a pallet larger than the item itself.
4. Return item to: 219 West 1st Street, Crowley LA 70526 (Business with dock and forklift) Please clearly mark the WSA number on the packaging.
5. If you will be utilizing our discounted prepaid shipping service please Keep item at ground level (Garage, Carport or Patio) where it can easily be rolled by the driver who will arrive with a pallet jack as per the appointment time agreed upon by the carrier.

Advance Replacement Item

Should you be facing a tight deadline, we do offer Advance Replacement. Simply select a replacement item from our store, pay for the item as normal. In the order notes please indicate your WSA number



and whether or not to include the default faucets in the new order.

There are a few things to keep in mind with the Advance Replacement Program:

- 1) Please keep in mind the size requirements and constraints of your specific project. Just because a sink is visually similar doesn't mean that it's an exact match.
- 2) Hardware including faucets and drain assemblies are not returnable after they are installed. When you select your replacement, choose one with the same hardware setup as the original sink. This will allow you to use the original hardware.
- 3) When utilizing our Advanced Replacement option, there is no need to purchase packing materials for the return of your original sink. Simply use the packing materials that arrive with your new item to wrap the previous item.
- 4) When you are ready to return the original item please return this form to us. Upon arrival of the original item we will refund you upon receipt

Local Repair

If none of the options above would work for you, we do offer a Local Repair option. Please note the refinisher you select would have to meet the following guidelines for approval for warranty services covered by re:

1. Carry appropriate liability insurance and provide proof of coverage
2. Provide a written warranty for the work
3. Have experience refinishing vintage/antique items
4. Provide a written quote and agree upon services to be provided by the refinisher
5. Utilize the supplied materials we provide for the services agreed upon
6. For approval please have technician send the above information to: sales@readytore.com or fax it to us at 337-476-2700.

Shipping for Return & Refinish

You can coordinate your own shipping back to our facility or use our prepaid shipping service. Our receiving hours are 7.00 AM CST to 5.00 PM CST the facility is a Business with Dock and Forklift. The return address is: 219 West 1st Street, Crowley LA 70526

Prepaid Shipping

We offer prepaid shipping to and from our facility, the cost for this is 135.00 each way. If you would like to utilize this service please fill out the following, sign and return this completed document to us as sales@readytore.com or fax it to us at 337-476-2700:



Pickup & Return Address:

First & Last Name _____

Phone _____

Address _____

Payment for Prepaid Shipping:

Name on card: _____

Account no: _____

Expiration Date: _____

CVC Code: _____

Signature: _____

Insurance coverage on Prepaid Shipment:

LTL freight carriers provide 2.00 per pound coverage, all liability is limited to this amount while your item is in transport to and from our facility with Prepaid Shipping services.

What's Covered

Our warranty services is limited to the item itself for a period of 5 years from the date of purchase.

Warranty services does not cover the following cost:

1. Installing or reinstalling plumbing fixtures
2. Falsely reported damage
3. Shipping and packaging supplies and materials used in transport to and from our facility
4. For Local Repairs cost exceeding 30 percent of the purchase price of the item itself.

Customer Agreement to Warranty Services Policies and Procedures:

Sign _____ Date _____

First & Last Name _____

Please indicate your *Options for Warranty Service on a refinished item below:*

Please e-mail or fax form back to: sales@readytore.com FAX 337-476-2700

