

Auburn Bath International

P.O. Box 1288 Yucca Valley, CA 92286
Voice-760 369-1196 ~ FAX-760 369-1197
1-800-537-7239
www.auburnbathintl.com
E-mail address auburnbathintl@hotmail.com

Dear Valued Customer,

We at Auburn Bath International want to Thank You for your business we greatly appreciate your order and want to assure you that we will do everything we can to make sure your part is the correct one you need. If it is not the part you need then you may return it, unless it is a special order or a refinished item; most of these are non-returnable.

****ANY USE OF PART(S) AFTER INITIAL INSTALL TRIAL,
VOID ANY RETURN OPTIONS, NO EXCEPTIONS****

The part must be in the original packing, have no marks on it and is in original condition you received it in. It needs to be re-packaged carefully so that it will not roll or bang around in the return box. This is an expensive part and if it is damaged or lost on the return shipping you will be held responsible for the item. Please remember to insure your package to cover against loss.

Please call us for a return goods authorization (RGA) (760) 369-1196 before you send the item back. Customers may be charged a restocking fee of 25%. On all returned items sender will be responsible for the shipping charge and/or freight charges. **Package handling & freight is not refundable.**

No items will be accepted after 45 days and additional fees may apply to your return. Credit will be issued within **30 days** of the item return, to allow for proper inspection if needed.

**FOR FUNCTIONAL CARTRIDGES WE WILL NEED TO KNOW,
WHICH OF THE FOLLOWING IS THE REASON FOR THE RETURN?**

1. Did the cartridge not thread into the valve body? - Is it too big or too small?
2. Did the handle not slide on to the stem? - Is it too big or too small?
3. Did the escutcheon not thread on to the allthread attachment? - Is it too big or too small?

GUIDELINES FOR RETURNS

- CALL FOR RGA
- **PART MUST BE IN THE ORIGINAL PACKING**
- **NO MARKS ON ITEMS AND IN ORIGINAL CONDITION**
- INCLUDE A COPY OF YOUR INVOICE WITH THE ITEM
- PLEASE WRITE RGA ON OUTSIDE OF SHIPPING BOX - LARGE AND VISIBLE

We appreciate your business

Thank You,

Auburn Bath International