

## Hansgrohe US Contact Info

### 1. Customer Service & Product Support

- a. Phone 1-800-334-0455
- b. Email [customerservice@hansgrohe.com](mailto:customerservice@hansgrohe.com)
  - i. Dealer Support (for sales related inquiries)
  - ii. Job quote stock checks and lead times should be directed to the Global Project team. (see section 7)
- c. Email [techservice@hansgrohe.com](mailto:techservice@hansgrohe.com)
  - i. End Consumer / Installer Support (for parts, warranty, and general assistance)

### 2. Purchase Orders

- a. Submit all new customer PO's to [orders@hansgrohe-usa.com](mailto:orders@hansgrohe-usa.com)
- b. Processing time is 24-48 hours on PO's
- c. Cut off for RUSH (NDA, 2DA, 3DA) same day shipments is 3pm EST.
- d. Orders submitted with ground shipping that are in stock will ship in 3-5 business days from receipt of order.

### 3. RGAs

- a. Submit all RGA Requests to [orders@hansgrohe-usa.com](mailto:orders@hansgrohe-usa.com)
- b. Request must include
  - i. Dealer Name/Address/fax# or email
  - ii. Original PO number
  - iii. SKU and Quantity
  - iv. Reason for Return
- c. Request will be processed in 48-72 hours.

### 4. Warranty

- a. Submit all warranty questions /requests via phone to 1-800-334-0455 or email to [techservice@hansgrohe.com](mailto:techservice@hansgrohe.com)
- b. Request must include
  - i. Homeowner Name, Address, Phone (this must be included)
  - ii. Original SKU
  - iii. Finish
  - iv. Installation Date
  - v. If purchased after September 1, 2019, where purchased?
  - vi. Reason for warranty request
  - vii. Ship-to address if different from homeowner address
- c. A Warranty Request Form is available on the PRO Site to fill out and send back to the email above.

## 5. Displays

- a. Submit orders and inquiries to Display email
  - i. [displays@hansgrohe.com](mailto:displays@hansgrohe.com)

## 6. FinishPlus

- a. Submit inquiries regarding custom finishes via email
  - i. [custom-us@hansgrohe.com](mailto:custom-us@hansgrohe.com)
- b. Standard lead time for custom finishes is 14 weeks
- c. A terms and conditions waiver is required to be signed for each PO

## 7. Global Projects – Job Quotes

- a. Quote Requests
- b. Project Samples
- c. Project PO's (Make sure quote number is noted on the PO)
- d. Project lead times and stock checks
- e. Project sales reports / pipeline
- f. Project custom finish requests
- g. Send all requests for the above to [projects-us@hansgrohe.com](mailto:projects-us@hansgrohe.com)

## 8. Marketing

- a. For General marketing inquiries, send email to
  - i. [Marketing-usa@hansgrohe.com](mailto:Marketing-usa@hansgrohe.com)
- b. Hansgrohe Rewards questions or questions related to a specific participant
  - i. [support@hansgroherewards.com](mailto:support@hansgroherewards.com) or 877-239-9878
- c. For Literature orders, go to Custom Point
  - i. <https://custompoint.rrd.com>
- d. For Literature inquiries or to get login info, send email to
  - i. [literature-us@hansgrohe.com](mailto:literature-us@hansgrohe.com)
- e. For Aquademie inquiries, send email to
  - i. [Marketing-usa@hansgrohe.com](mailto:Marketing-usa@hansgrohe.com)

## 9. Rep Login / Customer Service Center

- a. Register on PRO website
- b. Approved customers can view information relating to orders, deliveries, invoices, and availability.
  - i. Contact Vanessa Pilch for login questions

## 10. Miscellaneous

- a. Rep sample orders – send to Marketing
- b. PUP orders -.3848 discount – send to Customer Service