

WATER^{ST.} BRASS

Living Finishes Annual Showroom Acknowledgment

Water Street Brass' living finish portfolio includes the following materials:

Polished Silver | Polished Nickel | Antique Silver | Satin Silver

Ebony | Burnished Nickel | Burnished Antique Nickel | Polished Brass No Lacquer

Burnished Antique Brass | Tarnished | Matte Tarnished | Satin Brass No Lacquer |

Burnished Brass Waxed | Polished Copper | Relieved Bronze

Water Street Brass' product warranties generally do not cover warranty claims on living finishes and Water Street Brass cannot accept cancellations or returns on living finish products based on claims of imperfections in the living finish or that the products' finishes vary slightly from one batch to another. This is because living finishes develop a desirable patina over time due to different environmental conditions, such as salt air, direct sunlight, humidity, and moisture. **For these reasons, it is critical that our partner showrooms sufficiently educate customers on the unique properties and proper care of living finishes and Water Street Brass now requires its showroom partners sign this acknowledgement annually.**

To properly educate customers, every showroom sales associate must ensure that each customer considering the purchase of a Water Street Brass product with a living finish is informed of:

- The changing nature of living finishes;
- The proper care of living finishes (care instructions for each Water Street Brass material can be found here: <https://www.waterstreetbrass.com/finishes>);
- That orders may not exactly match showroom samples or other batches;
- That all living finish orders are non-cancelable and non-returnable.

By signing below, I represent that my showroom understands and will comply with the above customer education requirements:

Showroom Manager/Owner

Showroom Name

Date of Signature

For questions, concerns, or comments, please contact our customer service department at orders@waterstreetbrass.com or 855.664.4321.