

SINK CANCELLATION AND RETURN POLICY

Effective Date: February 11, 2022*

AER-DEC® and Designer Series Cancellation Policy:

In the event of an order cancellation of AER-DEC® and Designer Series products the following may apply:

-If the order is cancelled more than 5 working days from order placement it will result in a minimum of a 25% fee, up to the full price of that product.

-If the order is 5 working days or less from scheduled shipment any cancellations will result in a fee of the full price of the sink.

SloanStone® Cancellation Policy:

In the event of an order cancellation of a SloanStone® product the following may apply:

-The order must be cancelled within 3 working days of order placement to avoid a fee, anything beyond 3 days may result in a fee up to 50% the price of the product.

Stainless Steel Sinks Cancellation Policy:

In the event of an order cancellation of a Stainless Steel Sink product the following may apply:

-The order must be cancelled within 5 working days of order placement, anything beyond 5 days may result in a fee up to 50% the price of the product.

Return Policy All Sink Models:

The following items apply to all sink models:

-Sinks and enclosures / brackets / supports cannot be returned once shipped. If components (faucets, soap dispensers, hand dryers) have not been opened they can be returned for partial credit.

Installation/Field Measurements:

Sloan requires all sinks to be installed by knowledgeable † Corian® or Quartz installers. Installation and/or field measurement is not included in this estimate, and is performed by others. Installation must be performed by qualified personnel and in accordance with installation instructions and generally accepted industry practices. Incorrect or improper installation will void any product warranty. Any standard sinks over 120" will need to be seamed in the field during installation. For custom sinks refer to signed drawings packet to see if seaming will be required. If seaming is required and you'd prefer to purchase the seaming material/epoxy from Sloan ask your Sloan representative about ordering details.

Materials:

Sloan products using solid surface (SloanStone® and Corian®) and quartz slabs may vary in color by slab/lot, because of this there may be a slight variation between orders. Variation can also occur in grain, veins and surface finish both between lots/slabs and even within the same lot/slab. While Sloan takes the utmost caution to match and orient these products in such a way that these imperfections add to the aesthetic value of the product, Sloan will not be held responsible for this variation. For any warranty issues Sloan reserves the right to repair solid surface sinks.

Signed Document Submittal:

Sloan requires a signed architectural worksheet or signed drawing (if applicable) to place an order. Any order placed without submission of these documents will be subject to an order hold that will extend any previously agreed upon lead time commitments. Once the documents are received the order will be reinstated and an updated ship date will be provided.

Sink Claim Process:

For all Sloan Sinks if you receive a damaged sink or suspect damage (crate broken, etc.) please send the below information to: sinkclaim@sloan.com within 5 working days of receipt of sinks to be considered for a full credit replacement sink. Incomplete claims and/or late claims will not be eligible for full credit replacement sinks. You must keep all materials and original packaging, including cartons and contents, segregated and available for inspection until the claim resolution process is completed. If the claim is for full replacement value, and the claim is successfully paid, the carrier has the right to the cargo and may elect to collect it for sale or salvage to recoup a portion of their costs.

Information to be provided:

1. Specific description of the issue (i.e. damage, lost, shortage) and the value of the claim being filed. For a damage claim, provide as much detail as possible specifically describing the damage to the product.
2. Account Number
3. Customer Name, Customer Contact Name, Customer Address, Customer Phone Number
4. Signed copy of carrier bill of lading, or delivery receipt from recipient (copy should be signed by receiver noting that the cargo was short or damaged when delivered) and photos.
5. Sloan Delivery Number and/or Sales Order Number
6. Copies of all documentation related to proof of claim value. This can be a copy of original invoice from vendor or supplier, copy of retail invoice or receipt, final confirmation screen if online order with proof of payment, itemized repair invoice or statement of non-repair, appraisals, expense statement, or any other applicable documentation.
7. Copy of any inspection form that may have been completed noting damage and cost of repair.
8. Copies of any photos showing damage.

If you have a shortage (missing soap dispenser, etc.) please contact Sloan's customer service. Please have ready your order number and the item name and quantity that you are missing.

† Corian® is a registered trademark of DuPont Safety & Construction, Inc., an affiliate of DuPont de Nemours, Inc.

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