



**BCI Acrylic Bath Systems, Inc.  
LIMITED LIFETIME MANUFACTURER'S PRODUCT  
AND WORKMANSHIP WARRANTY**

**BCI ACRYLIC, Inc. an Illinois Corporation, ("BCI") manufacturer of the acrylic wall surrounds, shower floors/bases, replacement bathtubs, tub liners, shower liners and acrylic accessories (collectively referred to as "Product") warrants its Product will be free of material defects for as long as the residential Customer ("Customer") owns the home where the BCI Product was installed. For commercial/non-residential Customers, the term of the warranty is five (5) years. THIS WARRANTY EXCLUDES ANY WARRANTY FOR CLAIMS RELATING TO INSTALLATION/LABOR OF BCI PRODUCTS. THIS WARRANTY IS FOR PRODUCT DEFECTS ONLY. BCI DOES NOT WARRANT ANY NON-BCI MANUFACTURED PRODUCTS SUCH AS FAUCETS, SHOWER HEADS, DOORS, GRAB RAILS, AND/OR STOPPERS.**

BCI warrants that the surface of the Product will not materially fade, yellow, crack, bubble, or peel under normal use and when cared for under the guidelines set forth by BCI. This warranty expressly prohibits the use of unapproved cleaners, and expressly excludes damage resulting from the use of same. In addition, this warranty is void if damage is caused by contact with any of the following: dyes, paints, inks, certain cosmetics, or cleaning agents; abrasive pads, pigments, certain foods, paint remover, fingernail polish remover, solvents or other chemicals, cigarettes or other sources of extreme heat, or abuse of any kind whether intentional or unintentional. Additional exclusions include escutcheon plates, valve handles, hand-held shower head hoses and other materials not manufactured by BCI (in which case the normal manufacturer's warranty of each product applies).

In the event of a failure of the Product under these terms, BCI reserves the right to partially repair, completely replace, or provide a full or partial refund, whichever BCI deems appropriate in its sole discretion.

Customer may transfer this warranty to a buyer of Customer's residence ("Buyer") where the Product was installed provided the Buyer completes the acquisition of the residence within 2 years after the completion of installation of the Product, and provided the warranty has not been voided under any term set forth herein.

Customers may make a warranty claim in writing with the BCI Dealer with which Customer originally contracted with. Upon learning of any warranty claim, BCI will take steps to assess the claim, determine a course of action and effectuate repair or other remedy under the terms of this warranty for covered Products. Any warranty work is subject to their current lead times and then current product availability. Should the BCI Dealer from which the customer originally contracted for service is no longer in business, or should the customer not be able to satisfactorily resolve a warranty issue with the BCI Dealer, the Customer should make a warranty claim in writing with BCI. The invalidity of any provision of this warranty shall not invalidate the remaining provisions of this warranty.

**ANY CLAIM FILED BY THE CUSTOMER TO ENFORCE THE TERMS AND CONDITIONS OF THIS WARRANTY SHALL BE FILED IN THE STATE OR FEDERAL COURTS LOCATED IN LAKE COUNTY, ILLINOIS TO THE EXCLUSION OF ALL OTHER JURISDICTIONS.**

**THIS WARRANTY IS IN LIEU OF ALL WARRANTIES, EXPRESSED OR IMPLIED, AND IS IN FACT THE ONLY WARRANTY OFFERED BY BCI. UNDER NO CIRCUMSTANCES WILL BCI BE LIABLE FOR INCIDENTAL, INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY OR CONSEQUENTIAL DAMAGES (INCLUDING BUT NOT LIMITED TO DAMAGE TO PERSONAL PROPERTY, LEGAL SERVICES, AND LOSS OF TIME OR TRAVEL) UNDER THIS WARRANTY. THIS WARRANTY EXPRESSLY EXCLUDES LOSS OF VALUE, LOSS OF USE, STIGMA AND DIMINUTION IN VALUE RELATED TO ANY COVERED FAILURE CLAIMED UNDER THIS WARRANTY. IN NO WAY SHALL THE TOTAL LIABILITY OF BCI EXCEED THE TOTAL AMOUNT PAID BY THE CUSTOMER FOR SERVICES PROVIDED AND/OR THE GOODS PURCHASED. THE RESIDENTIAL BUYER SPECIFICALLY WAIVES ALL IMPLIED WARRANTIES AND THE WARRANTY FOR FITNESS FOR A PARTICULAR PURPOSE AND/OR THE IMPLIED WARRANTIES OF HABITABILITY. THIS WARRANTY GIVES YOU CERTAIN LEGAL RIGHTS. SOME STATES DO NOT ALLOW LIMITATIONS OF THE IMPLIED WARRANTIES OR CONSEQUENTIAL DAMAGES, SO THESE LIMITATIONS MAY NOT APPLY TO YOU. SUBJECT TO APPLICABLE LAWS THIS WARRANTY APPLIES TO ALL SUCH LIMITATIONS TO THE FULLEST EXTENT ALLOWED BY LAW. THE WARRANTY OBLIGATIONS OF BCI ARE VOID AND OF NO EFFECT IF THE CUSTOMER HAS FAILED TO PAY FOR ANY GOODS OR SERVICES. THIS WARRANTY ONLY EXTENDS TO THE PRODUCTS AS DEFINED HEREIN AND EXCLUDES ALL OTHER PRODUCTS, SERVICES OR LABOR THAT MAY HAVE BEEN PROVIDED TO YOU.**

# TWO-YEAR LIMITED WARRANTY

Bath Planet products have earned

## The Prestigious Good Housekeeping Seal

Effective March 11, 2011, we are happy to announce that acrylic bath products manufactured by Bath Planet have earned the prestigious Good Housekeeping Seal. For over 100 years, the Seal has helped consumers feel confident about their product purchases. Products can only earn this widely recognized consumer emblem after rigorous quality and performance tests by scientists and engineers at the Good Housekeeping Institute (GHI).

*If any product that bears our limited warranty Seal proves to be defective within two years from the date it was first sold to a consumer by an authorized retailer, we, Good Housekeeping, will refund the purchase price or \$2,000, whichever is less or, at Good Housekeeping's sole discretion, repair or replace the product. This policy covers you, the consumer, whether you bought the product or it was given to you (by the buyer). Visit [goodhousekeeping.com/seal](http://goodhousekeeping.com/seal) for warranty details.*

With the backing of the Good Housekeeping Seal's two-year limited warranty, Bath Planet customers now have one more powerful reason to purchase – peace of mind.



\*Visit [goodhousekeeping.com/seal](http://goodhousekeeping.com/seal) for further warranty details. \*\*Per Fairfield Research, July 2011.



### Did You Know?

- **94%** of all consumers recognize the Seal.
- **89%** of consumers are more inclined to buy the product with the Seal when deciding between brands with similar price and features. \*\*

For more information, visit:

[www.goodhousekeeping.com/product-reviews/history/about-good-housekeeping-seal](http://www.goodhousekeeping.com/product-reviews/history/about-good-housekeeping-seal)

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# Good Housekeeping Seal FAQs

(Frequently Asked Questions to help clarify the power of the Seal)



## What is the Good Housekeeping Seal?

Throughout its history, consumers have interpreted the Good Housekeeping Seal to be a "stamp of approval" or an indication of a "good product," but many do not realize that the Good Housekeeping Seal is actually an emblem of Good Housekeeping's Consumers Policy. This policy offers a limited warranty in the form of a refund, repair or replacement if the product carrying our Seal is found to be defective within two years of purchase.

## How does a product earn the Good Housekeeping Seal?

Before earning the Good Housekeeping Seal, the scientists and engineers at the Good Housekeeping Institute (GHI) review the product to make sure that it delivers on all claims that appear in its advertising, packaging and other informational materials. If the product does not perform as promised or does not meet established standards for quality, it cannot earn the Seal.

**There are already so many labels, awards and certifications – what makes the Good Housekeeping Seal more valuable to consumers?**

In a marketplace glutted with products that make a vast number of claims,

Good Housekeeping Seals offer consumers the guidance they need to make smart purchases. In addition, the Good Housekeeping Seals' limited two-year warranty gives consumer financial protection that other labels, certifications, and editorial recommendations or consumer awards do not.

## The Good Housekeeping promise

This is Good Housekeeping's LIMITED WARRANTY: If any product that bears our limited warranty Seal proves to be defective within two years from the date it was first sold to a consumer by an authorized retailer, we, Good Housekeeping, will refund the purchase price or \$2,000, whichever is less or, at Good Housekeeping's sole discretion, repair or replace the product. This policy covers you, the consumer, whether you bought the product or it was given to you (by the buyer). Products that bear the Green Good Housekeeping Seal have been assessed by Good Housekeeping in accordance with Good Housekeeping's environmental criteria and are also subject to the limited warranty if proven to be defective.

**Who do I contact if I have a problem with a product that has the Good Housekeeping Seal?**

If a Seal product becomes defective

within two years after purchase, send an email to [ghseal@goodhousekeeping.com](mailto:ghseal@goodhousekeeping.com) to request a customer complaint form be sent to you. You will be asked to describe the product, where and when it was purchased, the price paid and the problem you are experiencing. You will be asked to provide an itemized receipt and, if necessary, we may ask you to inspect the product.

## What to Do

If you believe such a defect exists, write to: Consumer Services & Seal Coordinator, Good Housekeeping Magazine, 300 West 57th Street, New York, NY 10019. Please inform us of any defect as soon as possible. We will send you a complaint form to return. The form asks you to describe the product and tell where and when it was bought, the price paid, and the problem you had. You will be required to provide a receipt. You may be asked to ship the product to us at our expense, if that is not possible because of size or installation, our representative may call on you and inspect the product. If the product is defective, we will refund the lesser of the purchase price or \$2,000 or, at our sole discretion, repair or replace the product. This warranty gives you specific legal rights, and you may have other

rights, which vary from state to state.

If the manufacturer or retailer of the product has already reimbursed you for the purchase price, replaced or repaired the product, or issued a product recall, we will consider the matter resolved and the warranty will not apply. The warranty also will not apply if you have taken any action that would preclude us from inspecting any product that has been installed on your premises. Some products must be installed, assembled, used, and serviced as the manufacturer directs to give proper performance. We are not responsible and the limited warranty does not apply when a defect arises from improper installation, assembly, use or service, or if the product is abused.

If a product has been damaged as a result of negligence or misuse by the user, the limited warranty will not apply.

Products that bear the Good Housekeeping limited warranty Seal, are not manufactured, sold or serviced by Good Housekeeping, unless otherwise expressly indicated. Good Housekeeping makes no express warranty for state law and provides no guarantee or remedy other than as described here.

\*Visit [Goodhousekeeping.com/seal](http://Goodhousekeeping.com/seal) for further warranty details.

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