



POLICY UPDATE – CARTRIDGE WARRANTY REPLACEMENTS AND RETURNS AUTHORIZATION

October 6th, 2014

Dear Valued Customer,

As a trusted wholesale partner, you count on us to provide the latest products that set your business apart and help you remain competitive in the market. We thank you for your commitment to our brand and for helping to maintain Moen's status as the #1 faucet brand in North America.

As a benefit to you, Moen is updating its warranty replacement policy for cartridges **effective October 15th, 2014.**

In an effort to adhere to our Limited Lifetime Warranty with the homeowner, we are clarifying our warranty replacement policy for cartridges. **Defective cartridge returns will no longer be accepted from our wholesale customers through the returns authorization process. Wholesalers with defective cartridges and plumbers requesting a cartridge warranty replacement on behalf of a homeowner can contact Moen directly at [1-877-MoenPro \(1-877-663-6776\)](tel:1-877-MoenPro).** Included within this mailer, you will find a set of postcards that you can distribute to any of your plumber customers that may have questions. We trust that this new policy will prove to be efficient and beneficial to your business.

We thank you for your continued support and ongoing commitment to Moen. We remain focused on bringing you exciting new products with styles, quality, innovation, as well as best-in-class tools and programs that create a competitive advantage for you and your business.

If you should have any questions, please contact your local Moen sales professional.

Best Regards,

Brian Grenfell
Vice President Sales, Wholesale