



California Faucets®
Custom Faucetry®

June 15, 2018

Dear California Faucets Select Dealers:

As some of you may have experienced, we have been experiencing delays and lack of accuracy with estimated lead times with our StyleFlow® showerheads and handshowers, specifically in our Satin PVD finishes (Satin Brass, Satin Bronze, Satin Gold, Satin Rose Bronze, Graphite, and Stainless Steel). We sincerely apologize for the inconvenience it may be causing. As a company that has been built on delivering “built-to-order” product within reasonable estimated time frames, we take these delays and lack of clarity to heart. It is unacceptable.

Unfortunately, despite our ongoing and our all-out efforts, we do not have a resolution in sight yet, and we frankly do not know if and when that time will come. As you know, StyleFlow products are the only product in our line that is not made of brass, rather ABS plastic, and we continue to find the material unreceptive to proper Satin PVD finishing at the high-quality standards we set. So, what does this mean for you?

Because we understand the impact this has on your showroom and the ability for you to accurately serve your clients, we regretfully must note the following:

Effective immediately and until further notice, we are no longer accepting new orders for StyleFlow showerheads or handshowers in the following finishes: SB, SBZ, LSG, SBZ, SRB, GRP.

Please note that this issue only applies to StyleFlow product (*pages 372-73 and 377-78 in the catalog*), **and only in the finishes cited above.** To be crystal clear, we are not having these issues on any of our product made of brass so this only refers to StyleFlow products and only in these six specific satin PVD finishes.

For any orders already currently in-house, our customer service will be personally calling you next week to assist you with alternatives and work with you to give your clients a reasonable and fair solution.

You know us and our commitment to our partner showrooms, as well as our history of commitment to delivery and service. We greatly appreciate both your patience and understanding in this matter. As always, please don't hesitate to reach out to your local rep, or us directly, if we can answer any further questions or assist you.

Thank you.