



May 15, 2009

RE: Warranty Contact Process

To: Our Valued Customers

Service to you and your customers is one of the most important aspects of our business at Basco. We continually strive to insure your customer receives an unparalleled level of service and support through the entire purchasing experience. Today's market requires quick and efficient resolution to consumer concerns. In an effort to continue to elevate our customer service we would like to encourage your consumers to call Basco direct for any warranty procedural service.

As a leader in the shower door industry, all Basco products, including our Celesta luxury glass line, offer a Limited Lifetime Warranty. We offer this protection to instill confidence and security for you and the consumer in selecting a Basco product. Our wide offering of marketing material guides the selection process. Basco's highly trained customer and technical support staff are available to secure any warranty claims, upon installation. Our qualified staff will verify the model, identify the issue and provide an immediate resolution with the consumer. Please do not hesitate to have your homeowner contact Basco direct, email, phone or fax.

E-mail: customerservice@bascoshowerdoor.com
Phone: (800) 45-BASCO (22726)
Fax: (888) 405-2726

As always we at Basco are committed to increasing our customer service and add value to you and the consumer in our product category. Caring for the customer in the event of a warranty issue, quickly and efficiently, will serve to build customer loyalty for our mutual business.