



To All Basco Customers & Sales Representatives:

Effective January 1, 2010 Basco will implement some important changes to our warranty statement and process. Please make a note of these changes for future reference:

- Current homeowner packets and printed warranty cards will be replaced with a warranty sticker (see attachment). *This sticker will be placed on the glass of all units including Celesta and is to be removed by the homeowner only.*
- Each sticker will include a unique registration number that will allow us to reference the product information. Homeowners will be instructed to visit our website (www.bascoshowerdoor.com) to register their warranty which will give us the ability to better serve them in case of a future product claim.
- Copies of the updated written warranty, cleaning instructions and any additional offers will also be listed in the warranty section of the website.
- Once the original owner is registered they will be responsible for only the shipping and handling cost of any replacement parts after one year. If the customer has not registered nor do they have proof of purchase they will be required to pay via credit card for any parts required as well as shipping and handling.

Please review the attached warranty language. Note that these items differ from the standard limited lifetime warranty of glazed products:

- *Wear parts are covered from one year from date of purchase. A list of wear parts will be listed along with the warranty on the website.*
- *Aqua Glide is not covered under the warranty.*
- *Units installed for Commercial use carry a one year warranty.*
- *Knockdown or (KD) units are warranted for one year to distributor, we do not warranty complete product to homeowner.*

To ensure efficiency we encourage our distributors to instruct consumers to contact us direct with their requests for warranty items. In the case of non registered product consumers can visit our parts store for replacement components. As always we are eager to work with distributors to quickly resolve any concerns with recently sold products where the distributor feels there is a defect in the original product.

We appreciate your assistance and support in sharing this information with our customers.

Thank you,

Linda Garman
Director of Marketing Communications
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