



Value For Life

### Castle Bay Stainless Steel Sinks and Faucets

Please contact us by our most efficient method.

Email: [service@castlebaysinks.com](mailto:service@castlebaysinks.com)

Fax: 1-888-505-2522

## Dealer Claim Form & Procedure

### Please use the form for return/exchange, missing parts, etc.

Do not use this form if the product has been installed. Applicable Warranty Form is to be used for the installed products.

1. Complete the form, including the "Required Contact Information" below.
2. Provide sufficient description of the issue.
3. Provide picture(s) along with the description would promptly speed up the process.
4. Email the completed form to [service@castlebaysinks.com](mailto:service@castlebaysinks.com) or Fax to 1-888-505-2522.

#### REQUIRED INFORMATION

Company Name: \_\_\_\_\_

Your Name: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

Product Model Name: \_\_\_\_\_

Date of Purchase: \_\_\_\_\_

Date of Report (today's date): \_\_\_\_\_

Description of the issue: (PLEASE SUBMIT PICTURE(S) ALONG WITH THE DESCRIPTION)

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#### IMPORTANT NOTE:

Upon receipt a product, you must thoroughly examine the product and notify us within 2 days for any issue in order to qualify for an exchange or store credit as refund.

Any claims made after 7 days of receipt of goods cannot be accepted including missing parts, shipping or handling damage. Missing parts reported after 7 days can be purchased separately.

Returnable items are subject to 25% restocking fee plus HST.

We reserves the right to EXAMINE the product prior to replacement or refund as store credit.

Do not dispose of any packaging or accessories until you are satisfied with this product. Missing packaging or accessories will not qualify for exchange/store credit. All items must be returned in their original carton including all accessories, parts and documentation and be in a re-saleable condition.

#### Conditions not qualify for exchange or store credit refund:

\*\*\* Minor scratches are NOT covered under warranty (the essence of stainless steel is scratchable and scratches will become less visible over time - see Warranty statement)

\*\*\*Small dent on the rim of the undermount sink occurs during transit is not covered under warranty.

CLAIMS ON INSTALLED PRODUCTS SHOULD USE WARRANTY FORM.