



Absolutely the best.

CUSTOMER SUPPORT

Warranty Information

SPEAKMAN COMPANY LIMITED WARRANTY

Speakman warrants to its purchasers only ("Buyer") for a period of one (1) year from the date of purchase (the "Warranty Period"), that goods sold are free from defects in material and workmanship and conform to Speakman's specifications at the time of manufacturing, provided the goods are properly installed and maintained. Any goods that may prove to have had a non-conformance within the Warranty Period will be, at Speakman's sole option, repaired or replaced. Finish warranty is limited to materials and workmanship at time of delivery.

THE ABOVE LIMITED ONE (1) YEAR WARRANTY CONTAINS THE ONLY WARRANTY MADE BY SPEAKMAN. ANY AND ALL OTHER WARRANTIES OF ANY KIND WHATSOEVER WHETHER EXPRESS OR IMPLIED, INCLUDING WITHOUT LIMITATION, THOSE FOR MERCHANTABILITY AND/OR FITNESS FOR A PARTICULAR PURPOSE ARE EXPRESSLY EXCLUDED. BUYER AGREES THAT SPEAKMAN SHALL NOT BE LIABLE FOR ANY CONSEQUENTIAL, INCIDENTAL, INDIRECT, SPECIAL, ECONOMIC OR PUNITIVE DAMAGES. SPEAKMAN'S LIABILITY TO BUYER SHALL IN NO EVENT EXCEED AMOUNTS PAID BY BUYER TO SPEAKMAN FOR THE NON-CONFORMING GOODS.

Return Policy

Prior to returning material, a written Return Goods Authorization ("RGA") must be obtained from Speakman. No return goods will be accepted beyond 12 months from the date of invoice. Material should be shipped to Speakman, 400 Anchor Mill Road, New Castle DE, 19720, Attention: Quality Control. The RGA# should be marked on each shipping container. Material returned without a RGA# marked on the container will be refused. All transportation costs for returned goods must be paid by the buyer.

Products returned for reasons other than defects or Speakman shipping errors are subject to the greater of a minimum 25% handling charge plus any additional expense incurred to recondition the goods for resale or \$20. All material shall be returned in its original unopened packaging. Custom products manufactured specifically to customers' specifications or items not listed in current price sheets are not returnable. Products returned as defective will be reviewed by Speakman for confirmation that the goods are not in conformance with its specifications. Following determination of non-conformance, Speakman will repair or replace the goods at its sole discretion. Buyer will bear all expense and risk of loss in connection with the return, provided that Buyer will be reimbursed by Speakman for the cost of transportation for those goods Speakman determines are not in conformance.

Product returned as defective but on inspection found to be in working order will be returned to the customer at their cost or a reduced credit will be issued based on Speakman's above return policy.

Claims for shortages or incorrect filling of orders must be made within 60 days after receipt of goods by the buyer. Products shipped incorrectly by Speakman will be credited at invoice price plus any associated additional shipping costs.