



Panel Systems Warranty Policy

B&B Molders will warranty all products sold by the company for a period of one year from date of retail sale. This warranty only applies to defects of workmanship. Product abuse, misuse, improper installation or customer modification (painting, graphics, etc.) will void eligibility for warranty claims.

Parts must be returned with all warranty claims for inspection or claim will be denied.

B&B Molders will inspect returned parts and the submitted claim in question.

B&B Molders will be the sole judge in determining the validity of all claims and reserves the right to allow, deny or adjust any claim. Freight costs reimbursed for approved claims only.

B&B Molders assumes no liability beyond replacement part and a reasonable allowance for installation. All valid claims will be reimbursed at B&B Molders' labor rates and verifiable retail rates.

Proper winterizing techniques must be followed! Damage resulting from freezing and improper winterization will VOID all warranty consideration. All plumbing products should be drained and winterized for transport or storage if freezing weather is expected.

DO NOT RETURN ENTIRE PANEL!! Credit will not be issued for an entire panel. Only freight, parts and labor for individual components in question will be considered (ie valve, coax, handles, and water inlet valve). If entire panel is returned, it will be returned to sender and RGA voided.

All B&B installed fittings are torqued to factory settings. Loosening or tightening these connections will result in potential leakage or damage, thereby voiding warranty consideration.

All swivel fitting connections are the responsibility of the OEM manufacturer. Credit will not be issued for leakage at swivel fitting connections.

Quick connect hose not supplied or warranted by B&B Molders

Labels are not a warrantable item. They are available for purchase from B&B Molders LLC.

Customer must obtain a Returned Goods Authorization (RGA) number from B&B Molders prior to return of goods. Items sent without an RGA number will be returned at the customer's expense. *The RGA number must be clearly marked on the outside of the box.* RGA forms available on line at www.bandbmolders.com.

Claims processing will not begin until parts in question are received at B&B Molders. Timing for approval or denial will be 25 days from receipt of goods in question. Goods must be received at B&B Molders within **five days** of issuance of RGA or claim.

(NOTE: There are exceptions that may require more lengthy analysis and investigation. Any exception will be handled by direct notification to the customer submitting the claim.)



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