

Big John Products, Inc.



Limited Warranty

Big John Products, Inc. provides a 12 month conditional warranty all products, except our Handheld Bidet Sprayer, which has a 90 day warranty. The warranty begins on the date of purchase.

Any form of physical damage caused by the owner's negligence, failure to follow given instructions, or improper use, is not covered by this warranty.

If any product proves to be defective after inspection by Big John Products, Inc., we will replace the unit at no additional charge to the customer. Big John Products, Inc. is not responsible for either the removal or reinstallation costs.

Big John Products, Inc. does not assume responsibility for consequential damages.

Big John Products, Inc. responsibility shall not exceed the purchase price of the item.

Policies

Big John Products, Inc. reserves the right to change prices and terms without notice. All shipments are FOB Canoga Park, CA .

Should the product be damaged in transit, a claim must be made upon receipt of the package. Immediately request a claim with the carrier.

Returns must be authorized by Big John Products, Inc. prior to shipment. To receive your Return Merchandise Authorization Number (RMA) please call Big John Products, Inc. To expedite your request, please have your purchase order number and date of purchase available. A copy of the original invoice must accompany the returned merchandise. The RMA number must be clearly marked on the outside of the package.

After review by Big John Products, Inc., merchandise that is approved for credit is subject to a 20% handling charge. No returns will be accepted after 30 days from the original ship date or if the product has been used or modified.

Big John Products, Inc. reserves the right to discontinue models at any time, change specifications, and modify the design without notice and without incurring obligation on goods previously purchased.

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