

# Two-Year Limited Warranty

Bath Planet products have earned

## The Prestigious Good Housekeeping Seal



Effective March 11, 2011, we are happy to announce that acrylic bath products manufactured by Bath Planet have earned the prestigious Good Housekeeping Seal. For over 100 years, the Seal has helped consumers feel confident about their product purchases. Products can only earn this widely recognized consumer emblem after rigorous quality and performance tests by scientists and engineers at the Good Housekeeping Institute (GHI).

*If any product that bears our limited warranty Seal proves to be defective within two years from the date it was first sold to a consumer by an authorized retailer, we, Good Housekeeping, will refund the purchase price or \$2,000, whichever is less or, at Good Housekeeping's sole discretion, repair or replace the product. This policy covers you, the consumer, whether you bought the product or it was given to you (by the buyer). Visit [goodhousekeeping.com/seal](http://goodhousekeeping.com/seal)\* for warranty details.*

With the backing of the Good Housekeeping Seal's two-year limited warranty, Bath Planet customers now have one more powerful reason to purchase – peace of mind.

### Did You Know?

- **94%** of all consumers recognize the Seal.
- **89%** of consumers are more inclined to buy the product with the Seal when deciding between brands with similar price and features.\*\*

For more information, visit:

[www.goodhousekeeping.com/product-reviews/history/about-good-housekeeping-seal](http://www.goodhousekeeping.com/product-reviews/history/about-good-housekeeping-seal)



\*Visit [Goodhousekeeping.com/seal](http://Goodhousekeeping.com/seal) for further warranty details. \*\*Per Fairfield Research, July 2011.

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# Good Housekeeping Seal FAQs

(Frequently Asked Questions to help clarify the power of the Seal)



## What is the Good Housekeeping Seal?

Throughout its history, consumers have interpreted the Good Housekeeping Seal to be a “stamp of approval” or an indication of a “good product,” but many do not realize that the Good Housekeeping Seal is actually an emblem of Good Housekeeping’s Consumers Policy. This policy offers a limited warranty in the form of a refund, repair or replacement if the product carrying our Seal is found to be defective within two years of purchase.

## How does a product earn the Good Housekeeping Seal?

Before earning the Good Housekeeping Seal, the scientists and engineers at the *Good Housekeeping Institute (GHI)* review the product to make sure that it delivers on all claims that appear in its advertising, packaging and other informational materials. If the product does not perform as promised or does not meet established standards for quality, it cannot earn the Seal.

## There are already so many labels, awards and certifications — what makes the Good Housekeeping Seal more valuable to consumers?

In a marketplace glutted with products that make a vast number of claims,

Good Housekeeping Seals offer consumers the guidance they need to make smart purchases. In addition, the Good Housekeeping Seals’ limited two-year warranty gives consumer financial protection that other labels, certifications, and editorial recommendations or consumer awards do not.

## The Good Housekeeping promise

This is Good Housekeeping’s LIMITED WARRANTY: If any product that bears our limited warranty Seal proves to be defective within two years from the date it was first sold to a consumer by an authorized retailer, we, Good Housekeeping, will refund the purchase price or \$2,000, whichever is less or, at Good Housekeeping’s sole discretion, repair or replace the product. This policy covers you, the consumer, whether you bought the product or it was given to you (by the buyer). Products that bear the Green Good Housekeeping Seal have been assessed by Good Housekeeping in accordance with Good Housekeeping’s environmental criteria and are also subject to the limited warranty if proven to be defective.

## Who do I contact if I have a problem with a product that has the Good Housekeeping Seal?\*

If a Seal product becomes defective within two years after purchase, send an email to [ghseal@goodhousekeeping.com](mailto:ghseal@goodhousekeeping.com) to request a customer complaint form be sent to you. You will be asked to describe the product, where and when it was purchased, the price paid and the problem you are experiencing. You will be asked to provide an itemized receipt and, if necessary, we may ask you to inspect the product.

## What to Do

If you believe such a defect exists, write to: Consumer Services & Seal Coordinator, Good Housekeeping Magazine, 300 West 57th Street, New York, NY 10019. Please inform us of any defect as soon as possible. We will send you a complaint form to return. The form asks you to describe the product and tell where and when it was bought, the price paid, and the problem you had. You will be required to provide a receipt. You may be asked to ship the product to us at our expense. If that is not possible because of size or installation, our representative may call on you and inspect the product. If the product is defective, we will refund the lesser of the purchase price or \$2,000 or, at our sole discretion, repair or replace the product. This warranty gives you specific legal rights, and you may have other

rights, which vary from state to state.

If the manufacturer or retailer of the product has already reimbursed you for the purchase price, replaced or repaired the product, or issued a product recall, we will consider the matter resolved and the warranty will not apply. The warranty also will not apply if you have taken any action that would preclude us from inspecting any product that has been installed on your premises. Some products must be installed, assembled, used, and serviced as the manufacturer directs to give proper performance. We are not responsible and the limited warranty does not apply when a defect arises from improper installation, assembly, use or service, or if the product is abused.

If a product has been damaged as a result of negligence or misuse by the user, the limited warranty will not apply.

Products that bear the Good Housekeeping limited warranty Seal, are not manufactured, sold or serviced by Good Housekeeping, unless otherwise expressly indicated. Good Housekeeping makes no express warranty for state law and provides no guarantee or remedy other than as described here.

\*Visit [Goodhousekeeping.com/seal](http://Goodhousekeeping.com/seal) for further warranty details.