



**Weathered Copper / Weathered Brass
Order Confirmation and Finish Waiver**

Dear _____ of _____
Salesperson/Purchasing Agent Company Name

Thank you for your order of Weathered Copper / Weathered Brass; P.O. _____ received _____.

Please note that these living finishes will change over time and require specific care by the end user.

It is the responsibility of the showroom associate to properly educate the end user about the unique properties and proper care of weathered finishes (*please refer to **Finish Care Instructions** available at www.calfaucets.com*). Unfortunately, we have experienced an unreasonable rate of returns due to the following:

- Improper care by the end user.
- Lack of proper education given to the end-user by the showroom associate explaining the changing nature of weathered finishes & the need for proper care.
- The disproportionately high cost of processing these returns.

Therefore, we have no choice but to institute a policy of not accepting any returns for Weathered Copper or Weathered Brass finishes due to improper care or simply “not liking” the finish. Of course, we will continue to accept returns for items with manufacturing defects or true finish defects (*see “Guide to Weathered Finishes,” available from customer service or your sales rep, to properly understand true finish defects*).

Please acknowledge your understanding of this no-return policy by signing the waiver below. **Please note that your order will not ship until we have received a signed copy of the waiver.**

With proper care, customer expectation and education, Weathered Copper and Weathered Brass are among the most beautiful, natural looking, handcrafted artisan finishes available. If you have any questions or comments, feel free to contact our customer service department at 800-822-8855.

Weathered Copper / Weathered Brass Finish Waiver

Purchase Order #: _____ Purchase Order Date: _____

I verify that I have educated my customer on the following:

- The changing nature of weathered finishes.
- The proper care of weathered finishes.
- That weathered finishes are not returnable.

I understand that Weathered Copper and Weathered Brass are non-returnable finishes. I understand that my order will not ship without a signed waiver:

Signed by:

Salesperson/Purchasing Agent

Company Name

Date