



STERN-WILLIAMS PRODUCTS, L.L.C. DRINKING FOUNTAIN AND SHOWER TOWER CANCELLATION & RETURN POLICY

Stern-Williams Products, L.L.C. allows customers to return a product for various reasons. Customers should familiarize themselves with the Stern-Williams' Warranty and Return Goods Policy before taking steps to return a product. This information can be found on our website (Sternwilliams.com/resources) or by contacting customer service.

Each of our drinking fountains and shower towers are handmade to order and customized to accommodate our customers' needs. Due to the requirements to build each model as ordered, Stern-Williams has limitations on what can be cancelled or returned.

Below are products that are non-cancellable and non-returnable once PO is submitted and customer has received an order acknowledgment:

- Any variation from standard colors:
 - Drinking Fountains – Green
 - Shower Towers – Blue
- Any additional options added to a base model. (Any SKU with a “ – “)
 - Examples but not limited to:
 - -31 (Chrome Plated Self-Closing Jug Filler)
 - -32-LK (RCP Hose Bibb w/VB and Loose Key)
 - -37 (Foot Spray)
 - -40 (Commemorative Plaque)
 - -90 (Pet Fountain)
 - -100 (Solar Light)

After product has been received, please note that the following are returnable:

- Standard color products and base models (see above).
- Product must be in resalable condition and in original packaging/crating.
- The product is within the six-month window from date of delivery.
 - Refer to Proof of Delivery (P.O.D.)

Stern-Williams Return Policy and Process is designed so that each party is protected, and credit is granted when policies and processes are followed.

If you have questions regarding this policy and/or process, please contact Stern-Williams at orders@sternwilliams.com.