



Lifetime Warranty



Kitchen and Bath Products  
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### What to do when UPS drops your crate...

You may see that the ShockWatch on your crate has been set off. If that is the case, your sink took a hit of at least 50g's. That is the equivalent of a very large drop! Due to the way I have the boxes built and the way that I pack the sinks, the crate will unlikely show much (or any) damage. Generally when the crate is dropped on end, the back of apron front sinks and either or both sides of an undermount sinks may bow in slightly. There is nothing to be concerned about! Even if the ShockWatch has not been set off, please check to make sure the front and back are straight. (It is highly unlikely that the apron of the sink will bend. That part of the sink is many times stronger than the back of the sink.



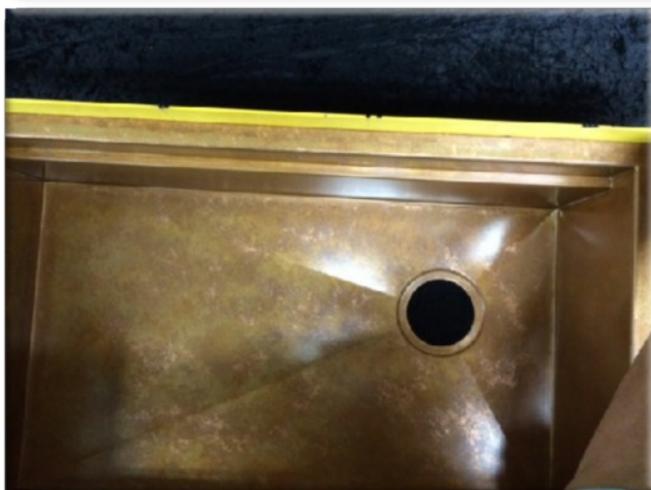
STEP ONE: Check the back of the sink to make sure it is straight. In this case, the back is bowed in. The fix is simple.

**It is critical to check that the sink has arrived without bowed sides (especially if you have a Signature Series sink). The accessories will not fit properly if the side or sides are bowed in. Be assured that your sink was checked and was in perfect condition when it left here. Rough handling can cause this condition. DO NOT CONSIDER THE CONDITION OF THE CRATE AS AN INDICATION OF POTENTIAL DAMAGE. The crates are designed to take a huge hit without showing damage.**



STEP TWO: Simply set the sink on its back. Place your foot in the center and pull up on the apron. You will likely have to pull quite hard. You will likely have to repeat this step. Don't worry, you will not damage the sink.

Use a carpenter square to make sure the corners are square. If you have concerns, please call me at 407-880-6903. **KEEP ALL PACKING MATERIAL AND THE BOX.**



STEP THREE: Check to see if the back is straight. You may have repeat step two a few times in order to get the back straight. Don't worry about pulling too hard. It is very unlikely that the back will pull beyond straight.

If your sink lays flat on a flat surface when complete, your sink is in perfect and new condition. If not, please call me. There is likely more damage to the sink than is visible to the untrained eye. We will likely have to get the sink back to fix it. **PLEASE KEEP THE CRATE AND ALL PACKAGING UNTIL YOU ARE CERTAIN THE SINK IS IN PERFECT CONDITION.**