



Customer Service Department
205 Amsler Ave. Shippenville, PA 16254
(814) 226-5374 Ext.# 818 Fax: (814)226-5568
e-mail: customerservice@clarionbathware.com
www.clarionbathware.com

Customer Service Procedures

1. Homeowners should contact the housing manufacturer or plumbing wholesaler to begin the customer service process.
2. The Customer Service Request (CSR) for repair is then completed and faxed to Clarion Bathware by either the housing manufacturer or the wholesaler. The Clarion Bathware Customer Service fax # is (814) 226-5568.
3. The request is entered into our Customer Service tracking database and a Job Order is generated. CSR forms are available on our website at www.clarionbathware.com/customerservice.htm, from our sales representatives or directly from Clarion Bathware's customer service department.
4. The job is dispatched to our nearest Field Service Representative via fax, phone or mail.
5. An open job report is run weekly for jobs that are outstanding after 30 days. A query is issued for all outstanding jobs. If there is no response, the job is re-issued and the original Field Service Representative is noted for investigation.
6. An invoice for the job is received. The Field Service Representative makes a determination of liability. Charge backs are noted on invoice and a copy is sent to the sales department for invoicing.
7. Customer follow-up is made using a standard form to verify invoice, quality of work and the customer's impression of the Field Service Representative's professionalism. Poor reports are noted for investigation.

In any case where emergency service is desired, such as in a manufactured housing account or in closing a field construction, special effort is to be taken to verify that the job order is received, to coordinate the repair and to contact the customer with the anticipated repair date.

A copy of our three-year warranty is included with each unit along with a production tag. In many cases, the Field Service Representative may be asked to collect information from the production tag. In all cases, we will expect our Field Service Representative to be honest and courteous and to provide quality field repairs in a timely manner.