



Customer Care

At American Towel Rack, it's our philosophy to provide excellent customer service. We never leave a customer hanging and will always resolve any problem. Please contact Us by Email at CustomerCare@Americantowelrack.com or call 1 800 952 0032 M-F 9am – 5pm EST.

Manufacturing

Quality of raw material: We use only the best EU sourced products- ensuring the highest quality.
Integrity of manufacture: We never take shortcuts and use tried and trusted manufacturing processes. We are all very proud of the quality of our radiators and Towel Racks and this is endorsed by our Partner company being certified to ISO 9001:2000 and ISO 14001:2004 by BVQI/UKAS. Our Electrical radiators and Towel Racks for the North American market are tested by Intertek and conform to UL Standard 499.

Delivery

Please check your delivery carefully. Please inspect for any signs of damage to the items or packaging. Please sign for the goods as 'damaged' as a precaution and report this to YOUR PLACE OF PURCHASE immediately.

Returns

Items are expected to be returned in their original packaging and should be returned within 7 days. For items shipped by Courier please email CustomerCare@Americantowelrack.com and a RGA number will be issued. Refund and/or Credit will be issued ONLY after inspection of items by American Towel Rack. If goods are deemed defective due to Manufacture or damaged due to shipping, a full refund and/or Credit will be applied. If the return is in re-saleable condition and is returned due to customer change of mind for whatever reason, a 10% re-stocking charge on returns will apply.

Items delivered must be checked for damages and/or aesthetic imperfections BEFORE installation. Installed items are deemed to be 'accepted' and are non-returnable.

Made-to-order items (bespoke sizes and finishes, glass radiators) are non-returnable.

Any discrepancies with orders (size, finish, quantity, etc.) should be reported within 24 hours of receipt.



Warranty

We believe in openness, communication and partnership. To back all this up, we offer a Limited 5 year guarantee on all our Towel rails and Radiators with a Limited lifetime guarantee on our stainless steel products.

Important – Please read our Limited Warranty at www.americantowelrack.com

Disclaimer/Legal

Commercial Literature, Photographs, Colours, Drawings/Dimensions has indicative purposes only. While every effort is made to the accuracy of information, descriptions and any/all specifications shall not be binding on American Towel Rack and/or its affiliates.

Due to our policy of continued improvement, American Towel Rack and its Affiliates reserve the right to change product specifications and design at any time without Notice.