

**Pickens Flip Up Towel Grab Bars
Registration Site FAQs**

GENERAL QUESTIONS

Q: Which product is being recalled?

A: Signature Hardware is voluntarily recalling all units of Pickens Flip Up Towel Grab Bars distributed by Signature Hardware. The towel grab bars came in two finishes -- polished stainless steel and brushed stainless steel.

Finish	SKU Number	Product ID Number	Part Number
Brushed Stainless Steel	920115	320417	YJL-8859-BS
Polished Stainless Steel	920115	327005	YJL-8859-PS

Q: Why are the Pickens Flip Up Towel Grab Bars being recalled?

A: Signature Hardware is voluntarily recalling the Pickens Flip Up Towel Grab Bars in cooperation with the U.S. Consumer Product Safety Commission (CPSC) because if the horizontal towel bar is used as a grab bar, the weld between these two pieces can break, resulting in potential fall and injury hazards.

Q: How do I know if my Grab Bar is affected by the recall?

A: Only the Pickens Flip Up Towel Grab Bars are being recalled. Purchase receipts and email order confirmations include the SKU number, 920115. The SKU number is not on the product. A photo of the Pickens Flip Up Towel Grab Bar is on our website at <https://www.signaturehardware.com/services/product-recall>.

Q: When and where were these towel grab bars sold?

A: These towel grab bars were sold primarily by Signature Hardware on its website between May 2012 and October 2020. These towel grab bars were also sold through Ferguson showrooms, build.com, and a small number of other retailers.

Q: Is there a time limit on this recall?

A: No, but please stop use of the recalled towel grab bar immediately and register for the repair now.

Q: How do I participate/register for the recall?

A: To participate in the recall, please register online at www.recallrtr.com/shtowelbar. Signature Hardware is offering affected consumers their choice of a **refund of their purchase price** or a **free replacement grab bar**, the Pickens Flip Up Grab Bar with Position Hinge, which can be viewed on our website at <https://www.signaturehardware.com/services/product-recall>.

Q: Will you pay for the cost of removing or replacing the product and repairing the wall?

A: Signature Hardware is offering a reimbursement of up to \$700, upon submission of valid receipts for materials and/or labor, for the cost removing the recalled product, installing the replacement and repairing the wall.

Q: I no longer have the purchase receipt for my recalled towel grab bar. Is my towel grab bar still eligible for the repair?

A: Yes. All units of the Pickens Flip Up Towel Grab Bars are eligible for the repair.

Q: My contractor purchased the towel grab bar, not me. Is my towel grab bar still eligible for the repair?

A: Yes. All units of the Pickens Flip Up Towel Grab Bars are eligible for the repair.

Q: I purchased the towel grab bar from a company other than Signature Hardware. Is my towel grab bar still eligible for the repair?

A: Yes, all units of the Pickens Flip Up Towel Grab Bars are eligible for the repair.

Q: What if I own more than one of the recalled towel grab bars?

A: If you own more than one recalled towel grab bar, please complete a separate registration for each towel grab bar online at www.recallrtr.com/shtowelbar and we will process each individually.

Q: My towel grab bar appears to be fine. Can I continue to use it?

A: No, for your safety, if you have a recalled towel grab bar, please stop use immediately.

Q: Why do I have to uninstall and mark my towel grab bar in order to get the refund?

A: Uninstalling your recalled towel grab bar and sending us a photo of the defaced unit are necessary to receive a refund. Uninstalling and marking the towel grab bar will help prevent it from being installed by someone else, which would pose a risk of injury. Please note, it is illegal to resell a product that is recalled by the manufacturer or importer in cooperation with CPSC.

Q: What happens if I don't send in a picture of my uninstalled recalled towel grab bar?

A: In order to receive a refund, you need to register for the recall at www.recallrtr.com/shtowelbar and then provide a photograph of the uninstalled towel grab bar marked with your name, the date and the registration identification number you received at time of registration.