

Pickens Flip Up Towel Grab Bars Product Recall

Refund

- Complete this registration and select refund as your remedy
- We will send you a Confirmation Email outlining Next Steps and listing your Identification Number (ID)
- Uninstall your recalled towel grab bar
- Using a permanent marker write your name, date, and ID on the towel grab bar.
 - See example below where the Identification Number is 9350854:



- Take a photo of your towel grab bar near the base plate so we can see the horizontal as well as the grab bar. Your photo should allow us to read and verify the information you have written on the bar as shown in the example above
 - Send the email with the photo that shows your uninstalled towel grab bar to shtowelbar@realtimeresults.net
 - Please include your name and ID in the Subject line
- You can also attach receipts for materials and or labor for costs to remove the recalled product and or repair the wall. We will reimburse you up to \$700 with submission of valid receipts.
- After we receive the photo and verify that the ID matches the one we provided you, we will send you a refund in the amount of \$139 plus the approved reimbursement of costs
- After you receive your check from us, you must dispose of the towel grab bar