

Pickens Flip Up Towel Grab Bars Product Recall Replacement Process:

- Complete this registration and select Replacement Towel Grab Bar as your remedy
- We will send you a Confirmation Email outlining Next Steps and listing your Identification Number (ID)
- We will ship you a kit, at no cost to you, that includes
 - The replacement grab bar in the finish you selected
 - Instructions for how to remove the recalled unit
 - Instructions for how to install the replacement towel grab bar
- 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 bars
- Install your replacement towel grab bar
 - Important Replacement Installation Note: The installer will need to ensure that the base plate of the replacement is anchored to wooden blocking installed between wall studs in order for the grab bar to provide bodily support (as was required for the recalled product). Because the base plate of the replacement is approximately 2½ inches longer than the base plate of the recalled product, additional wooden blocking may need to be installed.
 - 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, installing the replacement and repairing 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 send you a refund for the approved reimbursement costs
- After you receive your check from us, you must dispose of the towel grab bar