



Dear Valued Customer:

We thank you for purchasing Delta Faucet Company products and are sorry you encountered a problem with one of our DIAMOND™ Seal Technology faucets.

Because this is a new water delivery system to Delta Faucet Company we would like to request that you use the enclosed FedEx prepaid mailing label to return the old cartridge assembly that you are replacing in your faucet. We would like to take the opportunity to take a look at the cartridge to see what the failure might have been to allow us to make improvements.

At the bottom of this letter we are requesting that you provide us with your name, address, phone number and model number of the Delta Faucet that you have installed. We would like the opportunity to contact you if we may have questions concerning the returned cartridge. If you prefer we don't contact you with further questions, it would be helpful if you would include at least your city, state and zip code.

Enclosed is the FedEx prepaid mailing label. You can use the envelope that the new cartridge came in to mail the old cartridge back. Instructions on how to use the FedEx Prepaid Mailing label are on the back of the label.

In closing, please know that we take extreme pride in the quality of our product and service. We sincerely appreciate you considering our products. If you should ever encounter any future Delta Faucet related issues or concerns, please feel free to contact us.

Delta Faucet Company
Phone (800) 345-3358

Name: _____

Address: _____

Phone: _____

Delta Model # _____

Month and Year of original installation: _____

Please don't contact me.

	Y	N
Did the faucet leak from the normal outlet?	<input type="checkbox"/>	<input type="checkbox"/>
Did the faucet leak below the counter?	<input type="checkbox"/>	<input type="checkbox"/>
Was the problem an inconsistent shut off?	<input type="checkbox"/>	<input type="checkbox"/>
Was the problem present when first installed?	<input type="checkbox"/>	<input type="checkbox"/>
Description of problem: _____		

