



Moen Defective Return Policy

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flatlandssupply.com

Van Wert County's ONLY
Locally Owned Electrical &
Plumbing Distributor!
Electrical, Plumbing, Voice, Data
RESIDENTIAL -- INDUSTRIAL
COMMERCIAL -- AGRICULTURAL
Rev 05/2017

Flat Lands Supply is no longer able to replace defective Moen products and return them to Moen.

As of October 2014, Moen requires the homeowner to contact them directly with warranty concerns.

To obtain return information, assistance, and necessary forms through the Moen website, please visit our website:

flatlandssupply.com

Products Tab
Product Announcements Tab
Moen Return Policy Button

Moen may also be contacted directly by telephone for assistance:
1-800-BUY-MOEN (1-800-289-6636)

Moen's Cartridge Returns Policy

Moen provides an industry-leading warranty on our products, with an expressed Limited Lifetime Warranty between Moen and the homeowner.

To that end, **Moen will no longer accept defective cartridge returns through wholesalers.**

Services include:

- All qualified homeowner warranty replacement requests
- Technical and installation assistance

Effective
October 15, 2014

