

THE HIDDEN ENVIRONMENTAL COST & CONSEQUENCES OF FREE RETURNS

Being a market leader and a forward-thinking brand within the online bathroom and kitchen fixture category, **we must do our part in educating the public about the hidden environmental cost and consequences of a free returns policy.**

Each year Americans return about **3.5 billion products**, and **five billion pounds of returned goods** end up in US landfills, which produces **15 million metric tons of carbon dioxide** into the atmosphere. In 2016, transportation overtook power plants as the top producer of carbon dioxide emissions for the first time since 1979.

With the surge of e-commerce, **this number will continue to grow** unless we play our part in working to reduce our carbon footprint.

Most of the items that are returned arrive in unsellable condition as they are damaged in transit, not properly packaged after being opened and sent back, etc. This leads to the items being destroyed and disposed of. Eventually these items, making their way along the supply chain, end up in landfills and contribute to a plethora of environmental consequences.

The public must be aware that there are environmental consequences of sending back their returns to retailers.

We understand that returns are inevitable in the industry. However, we want to do our part in trying to reduce our environmental footprint.

That is why we ask that you **give us a chance** to make things right prior to returning the item. Let us help you with any question or issue, no matter how minor or complex.

For every return that we can prevent, Streamline will donate to one of several environmental organizations. For more information, please visit our website at www.streamlinebath.com/environment

Our product specialists are knowledgeable and ready to answer any question at a moment's notice.

Make sure to first reach out to your customer support specialist who helped confirm your order for any technical/installation/missing parts issues with your Streamline product.

We want to try and help rectify any issues immediately.

We can also be reached at (310)-935-0028 Monday-Friday between 9am-5pm PST or at our email at support@streamlinebath.com

Please help us help save the world and create a habitable environment for future generations to live and prosper in.

-The Streamline Team

