

162 Murray Avenue
Delmar, New York 12054
January 8, 2018

Mr. George Rafalik
Sales Manager, ReBath
9 Solar Drive
Clifton Park, New York

Dear Mr. Rafalik:

We spoke earlier about a situation that occurred during installation of my walk-in shower. The shower is located in our upstairs bathroom. Immediately below that bathroom is another one on the first floor. During destruction and removal of our cast iron bathtub on the second floor, a thick glass globe from the ceiling light on the first floor bathroom fell off and crashed violently on the vanity top below. The vanity top suffered four (4) chips on its surface, and the globe broke into many pieces that scattered all over the bathroom and adjoining hallway and kitchen. I picked or swept up much of the broken glass and then vacuumed all the floor areas affected. Despite my efforts, little pieces of glass still showed up. One of them landed in a soap dish, and was concealed by the bar of soap it held. My wife picked up that bar of soap to wash her hands, and the glass shard in it slashed her hand. It was a painful and unpleasant experience for her.

You asked me to take a picture of the ceiling light and attach it to a text message to you. I agreed to try that, but my cheap, prepaid Tracfone doesn't take very good pictures. I only use that phone a few times a year, and I'm not really familiar with its photo or texting functions. If you need pictures of the damage, you can get it from the guys who did the installation. One of them (Scott) took photos with his phone. My ceiling light has to be replaced. There is also no way to repair the damage to my vanity top and restore it to its previous condition. That too, will have to be replaced.

When the installation was completed, everything looked great and seemed to work fine. However, there's a problem with the shower base. When we first used it, it felt solid underfoot and remained that way during the entire shower. Lately, that's not the case. When standing on the base without the water running, everything feels stable. After the water's been on for a while, movement can be felt underfoot, especially near the drain. During your sales pitch, you assured me that material spread on the subfloor prior to installing the base would prevent this. That doesn't seem to be the case. Why is there movement in the base only when hot water hits it? I'd like these issues to be resolved.

Very truly yours,

John McCann