**HHI pricing and policy when repairing faucets**

This is a short explanation to understand HHI pricing and policy when it comes to repairing faucets. For Bathroom faucets in general we only repair Koehler delta or Moen faucets, the rest of the faucets we find that it is difficult to find the parts and could cost as much doing research and spending the time as replacing the whole faucet. In general, the price for a faucet repair, a service call is $135 that is if we repair or replace faucet. For very old faucets that the customer wants to keep in their bathroom we charge a rate of $135 per hour and sometimes it can end up exceeding 2-3 hours and even when we change the old part it does not fix the problem. We do not get involved in older faucets such as American standard unless the customer agrees to pay the hourly fee and they are in the understanding that we may not be able to fix the problem. There are other problems that sometimes result in regular faucet repair which would cause there to be an additional charge. Sometimes the valve breaks off, this is even if we have oiled it with wd40 and tried to move it, that is beyond HHI’s control and we would need to charge you for a new valve. In the removal of faucets sometimes the faucet needs to be sawed off and are in a very tight corner, in those situations where it takes us an excess amount of time to remove the faucet, we charge a higher rate in order to recoup our cost.