

Toilet Maintenance and Warranty Policy

Thank you for choosing our toilet product. We are committed to providing you with a high-quality and reliable product. Please read the following maintenance and warranty policy for your toilet.

Maintenance Guidelines:

1. Regular Cleaning:

- Clean the toilet regularly using mild, non-abrasive cleaners.
- Avoid using harsh chemicals, bleach, or abrasive materials as they may damage the toilet's surface.

2. Water Supply:

- Ensure a proper water supply to the toilet tank.
- Check for any leaks in the water connection and promptly address them.

3. Flushing Mechanism:

- Avoid excessive force while operating the flush lever/button.
- Do not flush large objects or materials that may cause clogs or damage to the toilet.

4. Seat and Cover:

- Clean the toilet seat and cover with mild soap and water.
- Avoid using abrasive cleaners or solvents that may affect the seat's finish.

Warranty Information:

1. Warranty Duration:

- Our toilet product is covered by a one-year warranty from the date of purchase.

2. Limited Liability Warranty:

- Our warranty covers defects in materials and workmanship under normal household use.
- The warranty does not cover damages caused by improper installation, misuse, neglect, accidents, or alterations made to the product.
- Any modifications or repairs carried out by unauthorized personnel will void the warranty.

3. Warranty Coverage:

- During the warranty period, we will repair or replace, at our discretion, any defective

parts or components of the toilet.

- The warranty coverage is limited to the toilet itself and does not include any associated

plumbing fixtures or accessories.

4. Warranty Details:

a. The warranty service is applicable only to the original purchaser and is non-transferable to any other person or entity.

b. If you encounter any problems with the product during the warranty period, please contact our customer service team promptly and provide the purchase receipt along with detailed information about the issue.

c. We will evaluate the problem and determine if it meets the requirements of the warranty policy. If the issue falls within the warranty coverage, we will provide the necessary repair or replacement service.

d. The warranty service covers only the repair or replacement of the affected components or the entire product and does not include any additional costs, such as dismantling, reinstallation, or transportation expenses.

e. The warranty period will not be extended or reset, even if repairs or replacements are carried out within the warranty period.

5. Notice:

We reserve the right to determine the validity of any warranty claims and retain the discretion to amend or modify the terms and conditions of this warranty policy. Kindly retain your proof of purchase and ensure proper maintenance of your toilet to keep the warranty valid. If you have any inquiries or require assistance, please do not hesitate to contact our customer service team.

Thank you for your cooperation, and we hope you enjoy the benefits of your artificial toilet for years to come.