

Casta Diva Warranty Terms

1. One-year limited warranty for commercial & residential installation
2. Casta Diva warrants its product to be free from defects in materials and workmanship during normal use when properly installed and serviced, for a period of one year for commercial & residential from date of shipment. This limited warranty is only to the ORIGINAL PURCHASER of the Products and is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product. This warranty applies only to the Casta Diva's product purchased and installed in USA.
3. Casta Diva's obligations under this warranty are limited to repair, replacement or other appropriate adjustment, at Casta Diva's option, of the Product or parts found to be defective in normal use, provided that such Product was properly installed, used and serviced in accordance with instructions. Casta Diva reserves the right to obtain necessary information including the claimed product to conduct investigation in order to determine the cause of the defect. Casta Diva is not responsible for the cost of removal return and/or reinstallation of the Product.
4. This warranty does not apply to the following items.
 - a) Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder, electrical storm, etc.
 - b) Damage or loss resulting from any unreasonable use, misuse, abuse, negligence, improper care or maintenance of the Product
 - c) Damage or loss resulting from sediments or foreign matter contained in a water system
 - d) Damage or loss resulting from the quality of water in the region where the product is used.
 - e) Damage or loss resulting from improper installation or from installation of the Product in a harsh and/ or hazardous environment, or improper removal, repair or modification of the Product. This includes locations where the water pressure is above local codes or standards.
 - f) Damage or loss resulting from normal and customary wear and tear, such as gloss reduction, scratching or fading cleaning practices or water or atmospheric conditions. including but not limited to, the use of bleach, alkali, acid cleaners dry (powder) cleaners or any other abrasive cleaners or the use of metal or nylon scrubbers.
5. In order for this limited warranty to be valid, Casta Diva needs to investigate each case. During this process, the customer needs to provide necessary information for Casta Diva to investigate, including but not limited to photos or videos to demonstrate the reported issue, purchase order number, production date or tracking information coming with the product.
6. This warranty gives you specific legal rights. You may have other rights which vary from state to state.province to province or country to country.

WARNING! Casta Diva shall not be responsible or liable for any failure of, or damage to, this Product caused by either chloramine in the treatment of public water supply or cleaners containing chlorine (calcium hypochlorite).

NOTE: The use of a high concentrate chlorine or chlorine related products can seriously damage the fittings. This damage can cause leakage and serious property damage.