

Warranty Policy

We warrants its toilet / bathroom sink to be free of defects in material and workmanship during normal residential use , respectively for 1 year from date of purchase.



This limited warranty is only applies to products installed by a fully insured and licensed contractor/plumber. Installation by anyone other than licensed plumber shall void limited warranty.

This limited warranty shall not apply to goods which have been subject to accident, negligence, improper installation, product abuse, product misuse, or use of cleaners containing abrasives, alcohol or other organic solvents, whether performed by a contractor, service company, or yourself, are excluded from this warranty.

To make a warranty claim, the following documentation must be provided.

- 1.Name/model of product
2. Proof of installation (by a licensed plumber)
3. Complete description and pictures of the problem
4. Date of the product was purchased and from whom the product was purchased order number.

During the limited warranty period and receipt of above detailed information from the customer, after inspection it is determined that a defect developed during normal use, we will be at its election

(1) Repair or replace defective parts free of charge.

(2) Issue of the refund of the original purchase price (valid within 30 days from date of purchase)

(3) issue a credit to be applied toward the purchase of a new product.

Shipping/delivery charges may apply and are in sole discretion.

We are not responsible for removal, installation, labor charges, or other incidental or consequential costs.

RESPONSIBILITIES OF OTHERS

Inspecting the product prior to installation is the responsibility of the installer or building contractor who acts on behalf of the user. They are responsible for ensuring the unit is free of defect or damage. In the event of a problem, the product must not be installed. We are not responsible for failures or damage that could have been discovered, repaired, or avoided by proper inspection and testing prior to installation.

Damage occurring in transit is the responsibility of the carrier. The user or installer MUST open the box and inspect the inside product for damage when it is delivered. If damage is discovered, it must be reported immediately to the seller and the carrier in writing, and an inspection requested. Failure of the carrier to respond should be reported to the seller and the carrier. Your freight claims should be filed promptly thereafter.

This limited warranty does not cover any liability for consequential or incidental damages, all of which are hereby expressly disclaimed, or the extension beyond the duration of the limited warranty of any implied limited warranties, including those of merchantability or fitness for an intended purpose.

DISCLAIMER

Except as expressly provided, there shall be no warranty or obligation, express or implied, oral or statutory. No dealer or other person has the authority to make any warranties or representations concerning or its products. In no event shall be held responsible for any such warranties or representations.

To obtain warranty and replacement parts, please contact us with detailed information requested above , We will determine whether to repair or replace your product, issue a refund or a credit.