

## Dyconn Faucet Limited Warranty

Dyconn Faucet products are designed and tested to meet the highest quality standards and undergo a rigorous quality control process. This warranty applies only to Dyconn Faucet products purchased and installed within the United States for personal, non-commercial use.

### Coverage Periods

- **Faucets & Kitchen/Bath Accessories:** Dyconn Faucet warrants its faucets and kitchen/bath accessories to be free from manufacturing defects in materials and workmanship for **three (3) years** from the original purchase date for non-electrical components. For electronic components (including, but not limited to, sensor faucets and bidet toilets), the warranty is valid for **one (1) year** from the original purchase date.
- **Parts & Accessories:** Parts and accessories are warranted against manufacturing defects for **one (1) year** from the original purchase date.
- **LED mirror electrical parts:** Parts and accessories including such as LED strip, dimmable function, defogger pad, LED driver but not limited are warranted against manufacturing defects for **one (1) year** from the original purchase date.

This warranty is **non-transferable** and valid only for the original purchaser/end-user. It is strictly limited to **personal household use**. Use of Dyconn Faucet products in commercial or industrial settings voids the warranty.

### Required Documentation

A valid proof of purchase (e.g., original sales receipt) from an **Authorized Dealer or Distributor** is required for all warranty claims. A current list of authorized sellers is available on our website.

### Installation Recommendations

Dyconn Faucet recommends that all products be installed by a licensed professional. The warranty does **not cover** damage or malfunction resulting from:

- Improper installation
- Use of unlicensed personnel
- Misuse or abuse

### Care & Maintenance

Proper care and maintenance are essential for optimal performance and longevity of Dyconn Faucet products. Detailed instructions are provided in your product manual.

### What's Not Covered

This warranty excludes:

- Damages caused by misuse, abuse, or neglect of the product.
- Products purchased from unauthorized sellers, as Dyconn Faucet cannot ensure the quality of such items.
- Consequential or special damages related to shipping, labor for removal or reinstallation, or product returns.

### **Warranty Claims Process**

To file a claim, contact Dyconn Faucet's Support or Sales Department. You may need to provide images or videos of the defective product to expedite assessment and determine replacement parts. If deemed defective, Dyconn Faucet may, at its discretion, repair or replace the product with one of equal value. If repair or replacement is not feasible, a refund of the original purchase price may be offered in exchange for the returned product. Dyconn Faucet reserves the right to inspect reported defective products before authorizing repair or replacement.

### **Contact Information:**

- Phone: 1-855-239-2666 (U.S. and Canada)
- Email: [info@dyconnfaucet.com](mailto:info@dyconnfaucet.com)
- Address: Dyconn Faucet, Warranty Division, 19224 E. Walnut Drive N., Suite G, City of Industry, CA 91748

### **Warranty Exclusions**

This warranty is void if the product is damaged or fails due to:

- Improper installation, neglect, carelessness, abuse, misuse, misapplication, improper maintenance, or alterations.
- Chemicals, natural corrosion, accidents, fire, flood, acts of God, or similar events.

To maintain warranty validity, avoid using abrasive cleaners, steel wool, harsh chemicals, or materials that could scratch, damage, or dull the product's surface or finish, as such use may void the warranty.

Proper installation is the responsibility of the original purchaser. Dyconn Faucet does not install products, supervise installations, or hire contractors for this purpose and is not liable for damages or failures arising from installation errors, whether direct or indirect.

This warranty does not apply to products not installed or operated according to Dyconn Faucet's instructions or applicable regulations, nor does it cover commercial or industrial use.

Dyconn Faucet is not liable for personal injury, death, or any direct, special, incidental, or consequential damages—including loss of time, profits, inconvenience, incidental expenses, labor, material costs, or other charges—resulting from product use, this warranty, or the removal or replacement of covered products or parts. Liability is limited to the original purchase price paid by the original purchaser/end-user.

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## 30-Day Return Policy

Dyconn Faucet offers a **30-day return policy** on all unused and unopened products from the date of purchase. Returns must be in their original packaging and condition.

### Return Instructions

1. Contact customer service to request a return authorization.
2. Repack the item securely in its original box.
3. Include the original proof of purchase.
4. Upon receipt and inspection, a full refund will be issued, **excluding shipping charges**.

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## Dyconn Faucet Accessibility Statement

### Our Commitment to Accessibility

At Dyconn Faucet, we are dedicated to ensuring our website, including the Dyconn Faucet Mirror, is accessible to all users, including those with disabilities. We continually work to enhance content accessibility and improve the user experience.

### Measures to Support Accessibility

We incorporate accessibility into our internal policies to promote an inclusive environment for everyone.

### Conformance Status

The Web Content Accessibility Guidelines (WCAG) outline requirements for improving web accessibility for individuals with disabilities, with three conformance levels: A, AA, and AAA. The Dyconn Faucet Mirror is partially conformant with WCAG 2.1 Level AA, meaning some content does not fully meet these standards.

### Feedback and Contact

If you encounter accessibility barriers, please contact us:

- **Phone:** 626-768-2849
  - **Email:** [info@dyconnfaucet.com](mailto:info@dyconnfaucet.com)
  - **Mailing Address:** 19224 E. Walnut Drive N., Suite G, City of Industry, CA 91748
- We strive to respond within **two (2) business days**.

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## **In-Store Pickup Option**

Customers may opt for in-store pickup when purchasing via luxoroutlet.com, Amazon, or Walmart. Most in-stock items are available for pickup within a few hours. Some orders may require additional processing time.

## **Pickup Location and Contact**

- **Phone:** 626-768-2849
- **Email:** info@dyconnfaucet.com
- **Warehouse Address:**  
19224 E. Walnut Drive N., Suite G, City of Industry, CA 91748

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## **Technical Specifications**

The Dyconn Faucet Mirror relies on the following technologies to work effectively with web browsers and assistive tools:

- HTML
- WAI-ARIA
- CSS
- JavaScript

These ensure conformance with accessibility standards.

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## **Accessibility Recommendations**

We are devoted to making the Dyconn Faucet website accessible to all. To enhance your browsing experience:

- Use keyboard navigation.
- Increase text size.
- Magnify your screen.
- Adjust background and text colors.
- Make your mouse pointer more visible (Windows only).

For alternatives to mouse and keyboard navigation, speech recognition software like Dragon NaturallySpeaking can assist with voice commands.

## Accessibility Features for Hearing Impairments

For individuals who are deaf or hard of hearing:

- **Closed Captioning:** Many videos include captions synchronized with audio, beneficial for those in noisy environments or with hearing impairments. Learn how to enable captions on YouTube.
- **Volume Controls:** Adjust device and media player volume for an optimal listening experience.