

PHIESTINA LIMITED WARRANTY

Full One Year Warranty

Warranty Terms:

The manufacture warrants to the original purchaser of this product that the product will be free from manufacturing defects in workmanship and material for a period of 1 year from the date of original purchase when this major appliance is operated and maintained according to instructions attached to or furnished with the product.

The purchaser must contact the manufacture Customer Service Department and provide a description of the defective part, including digital pictures if requested, with buying channel, serial number, order ID and the original purchase documentation as validation of warranty coverage date.

Once confirmed that your appliance is eligible for the warranty service, Phiestina Customer Service Department will contact you by mail or phone about the maintenance solution. Replacement parts and/or units will be new, re-manufactured or refurbished and is subject to the manufacturer's discretion. Phiestina is not responsible for damage resulting from shipper mishandling or improper packing. Do not return a defective product to the place of purchase. Product received without a return authorization number will be refused.

After receiving the unit, please do not remove, altered original model/serial number, that will influence the after-sale service. Please carefully keep the user manual and warranty card for future reference.

If you may find additional help please mailing or calling us.

Write down the following information about your product to better help you obtain assistance or service if you ever need. You can find this information on the model and serial number located on the product.

Dealer name_____

Model number_____

Serial number_____

Order number_____

Purchase date_____

Warranty Exclusions:

The warranty will not apply if damage is caused by any of the following:

1. Damage to the product due to misuse, mishandling and abuse.
2. Product not assembled or installed according to manufacturer's instruction.
3. Repairs by unauthorized persons or service centers with unauthorized spare parts.

4. Failure to provide reasonable and necessary maintenance.
5. Improper power supply such as low voltage, defective household wiring or inadequate fuses.
6. Accident, alteration, misuse or abuse of the appliance such as using non-approved accessories, inadequate air circulation in the room or abnormal operating conditions, such as extreme temperatures.
7. Damage in transit or when moving the appliance.
8. Use of force or damage caused by external influences.
9. Store improper things.
10. Normal wear and tear.
11. Cosmetic damage, including scratches, dents, chips, or other damage to the finish of your product, unless such damage results from defects in materials or workmanship and is reported to us within 30 days from the date of purchase.
12. Fire, water damage, theft, war, riot, hostility or acts of God such as hurricanes, floods, etc. In addition consequential damage and incidental damages, such as damage to person or property are not coverable under this warranty.
13. Partially or completely dismantled appliances.

To obtain service or information, please call 866-675-2011 or send email to

sallychen@phiestinafaucet.com

Product contents and specifications may change without notice.

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