

WARRANTY

Tomfaucet guarantees bathroom products a 5-year product warranty.

Tomfaucet ensures the structure and finish of the product, including powder coated finishes, fittings, cartridges, shower heads, valves, preventers, hoses, etc. If the shower system and faucet should leak or drip during normal use, Tomfaucet will, free of charge, mail to the purchaser the cartridge necessary to put the item in good working condition. Tomfaucet also warrants all other aspects of the shower system or accessories, to be free of defects in material and workmanship during normal residential use for as long as the original consumer purchaser owns his or her home.

The warranty period starts from the initial date of purchase by the owner or professional trader from the authorized Tomfaucet dealer to five (5) year from the original owner or end user.

If any product reported to an authorized dealer is defective during the warranty period, Tomfaucet will choose to repair or replace any part of the corresponding accessory. This guarantee is applicable to the original owner or end-user and cannot be transferred to subsequent owners.

During the warranty period, the buyer must provide pictures and videos of the items that need to be guaranteed(including non-motion issues). If the inspection of related agencies confirms that there are defects, Tomfaucet provides the buyer with repair and replacement of any part of the corresponding accessories, or the inspection of factory make appropriate adjustments when any such defects are found. Requests for warranty can be sent to (email). All warranty applications must be accompanied by the original consumer buyer's proof of purchase (original sales receipt).

For product damage, product leakage or labor costs caused by improper product installation, improper use, maintenance or replacement, as well as any direct, indirect, accidental or indirect damage, loss, injury or cost caused by the product, general irresponsible. The damage caused by the buyer's accident, misuse or abuse is not covered by this warranty, and the customer's personal reasons such as inapplicability, dislike, regret, etc., are not covered by the after-sales warranty. Some states/provinces do not allow limitations of how long an implied warranty lasts or the exclusion or limitation of such damages, so these limitations and exclusions may not apply to you. This warranty gives the consumer specific legal rights. You may also have other rights that vary from state/province to state/province.

In any case, the liability of compensation shall not exceed the purchase price of the product.