MEDUNJESS

WARRANTY

MEDUNJESS is dedicated to crafting products of enduring quality, meticulously manufactured from premium materials through sophisticated techniques. Through precision machining and hand polishing, each piece achieves a timeless texture and tactile experience, committed to delivering products built to last.

This 5 Year Limited warranty is valid only for the original purchaser of MEDUNJESS products and it may non-transferable.

- Any product not sold by an authorized dealer of this company;
- Any damage or malfunction resulting from failure to install, use, or maintain the product according to the product manual or installation guide;
- Any damage or product malfunction caused by improper installation/use, or failure to hire a professional for installation;
- Scale buildup or corrosion caused by abnormal water conditions (e.g., hard water, high mineral content, corrosive chemicals);
- Accidents, misuse, impacts, scratches, fire, flood, earthquake, or other external factors;
- Use of non-genuine parts or unauthorized modifications, disassembly, or repairs;
- Any labor or logistics costs incurred due to disassembly, reinstallation, or transportation;
- Normal wear and tear (e.g., seals, decorative coatings, or minor surface scratches).

Disclaimer of Liability

The warranty is limited to defects in the product itself. To the extent permitted by law, our company is not responsible for misuse, improper installation, accidents, or indirect losses.

How to Obtain Warranty Service

We are committed to providing our valued customers with exceptional bathroom products. This warranty covers manufacturing defects and missing or damaged parts when the product is used and installedunder normal conditions during the warranty period. If the products has manufacturing defects or miss-ing/damaged parts, we will determine whether to repair or replace your product, process refunds or pr-ovide credit.

To obtain service under this warranty, please contact our Customer Service department with original proof of purchase and a detailed description of the product defect. We will determine the appropriate resolution at our sole option.

If you have any questions about our products, please contact our customer service department.

Customer Service

HD@medunjess.com | Contactus56service@gmail.com

Customer Service: (978) 704-8899 Weekdays: 9:00 AM – 6:00 PM (EST)

Text Support: (346) 871-9428 Weekdays: 8:30 AM – 5:00 PM (UTC+8)