



WARRANTY/CLAIMS

The warranty on all Bellaterra Home LLC bathroom vanities against manufacturer's defects is 1-year from the day of purchase and subject to the original owner. Damage caused during moving (tipping over), shipping or during installation is not a defect or warranty issue and will not be considered as such. This warranty does not cover installation or any other labor charges associated with the repair, removal, re-installation, or consequential damages. The warranty does not cover product failure caused by abusive treatment, surface scratches, misuse, neglect, or damage due to handling or faulty installations.

This warranty applies only to the original purchaser and to the original installation of the product. Defective products or parts will be replaced on a rush and availability basis. Bellaterra Home LLC must be notified in writing upon discovery of any defect in the product, including a detailed description of the alleged defect and/or images or video of the issue. No credit will be allowed without the item being returned. This warranty does not apply to local building code compliance. The buyer should check with the local related plumbing codes before installation.

FAUCETS

To ensure the durability of the special finish - Oil Rubbed Bronze, Matte Black, Dark or Old Bronze, and Gold finish.

- Clean only with mild soap and water.
- Dry after each use.
- Coat faucet periodically with non-abrasive Carnauba wax.
- Do not clean with steel wool or hard paper.
- Do not use any abrasive chemical cleaner.
- Do not apply plumber putty which is abrasive to damage any surface coating.

Special finishes:

Warranty does not apply to special or living finishes such as Oil Rubbed Bronze, Dark or Old Bronze, Matte Black, and Gold as living finishes will change over time as a result of natural process and may look different than at the time of purchase, therefore these items are warranted for functionality only. These special finishes have components that may vary in shade of color at the time of shipment. The warranty is limited to the replacement of defective parts only, labor cost and/or damage resulting from improper installation, repair, or replacement, as well as incidental and consequential damages coned therewith, are excluded. Any damage to this faucet as a result of misuse abuse, neglect, accident or improper installation or any use not consistent with the instructions furnished by us will void this warranty.

BATHROOM ACCESSORIES LIMITED WARRANTY

Bellaterra Home LLC offers the following limited warranty on each of its Bathroom Accessory products and the components thereof. This warranty extends only to the original owner or end-user for personal household use. For commercial uses, additional limitations apply. Bellaterra Home LLC warrants the Product to be free from defects in workmanship and materials under normal use and service for a period of 1-year from the initial date of purchase by the owner or end-user, contractor, or builder, from Bellaterra Home LLC or an authorized Bellaterra Home LLC dealer. Subject to the Warranty Service provision below, any product reported to the authorized dealer or to Bellaterra Home LLC being defective within the warranty period will be repaired or replaced (with a product of equal value) at the discretion of Bellaterra Home LLC. This warranty extends to the original owner or end-user and is not transferable to a subsequent owner. Neither the distributor, authorized Bellaterra Home LLC dealer, nor any other person has been authorized to make any affirmation, representation, or warranty other than those contained in this warranty. Any affirmation, representation, or warranty other than those contained in this warranty shall not be enforceable against Bellaterra Home LLC or any other person. Bellaterra Home LLC reserves the right to modify this warranty at any time, it being understood that such modifications will not alter the warranty conditions applicable at the time of sale of the products in question.

LIMITATIONS

This warranty shall not apply to instances of incorrect operating procedures, breakages, or damages caused by fault through improper installation, carelessness, abuse, misuse, misapplication, improper maintenance, or alteration of the Product, as well as chemical or natural corrosion, accident, fire, flood, an act of God, or any other casualty. Avoid abrasive cleaners, steel wools, and harsh chemicals as these will scratch, damage, and/or dull the product and/or finish and void this warranty. The owner/end-user of the Product covered by the present warranty is entirely responsible for its proper installation and any applicable plumbing or electrical wiring. Bellaterra Home LLC neither installs, nor supervises the installation, nor hires a contractor for this purpose; consequently, Bellaterra Home LLC cannot be held responsible for any default, breakage, or damages caused thereby or resulting thereof, either directly or indirectly. The owner/end-user must provide access to the components of the Product as described in the installation guide so that Bellaterra Home LLC can execute the warranty specified herein. If such access is not available, all expenses to provide said access will be the responsibility of the owner/end-user.

This warranty does not apply to Products that have not been installed or operated per instructions supplied by Bellaterra Home LLC and all applicable rules, regulations, and legislation pertaining to such installations.

This warranty does not apply unless the Bellaterra Home LLC Product is installed by fully insured licensed professionals. Bellaterra Home LLC strongly recommends that such licensed professionals have experience in the installation of bathroom and kitchen products. Installation of certain products improperly, might consequently, cause personal injury or death.

Bellaterra Home LLC is not liable for personal injuries or deaths to any persons or for any direct, special, incidental, or consequential damage, loss of time, loss of profits, inconvenience, incidental expenses, labor or material charges, or any other costs resulting from the use of the product or equipment or pertaining to the application of the present warranty, or resulting from the removal or replacement of any product or element or part covered by this warranty.

EXCEPT AS OTHERWISE PROVIDED ABOVE, BELLATERRA HOME LLC MAKES NO WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE OR COMPLIANCE WITH ANY CODE.

In any case, Bellaterra Home LLC cannot be held liable for any amount over and above the purchase price paid for the Product by the owner/end-user, contractor, or builder.

COMMERCIAL LIMITATIONS

In addition to the above conditions and limitations, the warranty period for products installed for commercial applications or used in commercial ventures is 1-year from the initial date of purchase by the owner/end-user, contractor, or builder from an authorized dealer. Bellaterra is not responsible for the loss of use or profit under any circumstances. If the product is used as a display, the warranty period begins when the product is placed on display. This warranty gives the owner/end-user specific legal rights. The owner/end-user may also have other rights that can vary from one state or province to another.

WARRANTY SERVICE

In order to obtain service provided under this warranty during regular business hours, contact the dealer or distributor who sold the unit, or contact Bellaterra Home LLC directly. Bellaterra Home LLC will provide the warranty service described above when the following conditions have been met: the failure is of the nature or type covered by the warranty; the user has informed an authorized Bellaterra Home LLC Agent or dealer of the nature of the problem during the warranty period; conclusive evidence (e.g., proof of purchase or installation) is provided to the foregoing by the user proving that the failure occurred or was discovered within the warranty period; an authorized independent service person or company representative has been permitted to inspect the product during regular business hours within a reasonable time after the problem was reported by the user. Credits will not be allowed without return of product.

PRICES:

All prices and specifications are subject to change without prior notice. All shipments will be made at prices prevailing at the time of shipping. Any special conditions or prices must be approved in writing prior to shipment.

FREIGHT:

Freight prepaid and added. Most orders will ship within 24-48 hours of purchase order receipt. Changes in order will delay the shipping an additional 24 hours. Rush orders (Next day, 2nd day, 3-day) must be received by 11 am PST to be processed the same day. In addition to the expedited freight charged \$25.00 rush shipping fee will be added to the order.

CONDITIONS OF SALE:

All products become the buyer's property when delivered to the carrier. All goods are shipped at the customer's risk. Bellaterra Home LLC reserves the right to modify design, pricing, and packaging or alter the weight of any item at our option.

CLAIMS AND RETURNS:

Any shortages and damages must be claimed within 5 calendar days after receipt of goods. Inspection of the material received is your responsibility. Not doing so in the 5 days after receipt results in waiving your right to a claim. All visible damages must note on the Bill of Lading. Contact us immediately. If our office is closed, simply refuse the shipment and contact us on the next business day. **DO NOT ACCEPT SHIPMENTS WITHOUT PROPER NOTATION ON THE CARRIER'S PAPERWORK.** Approval for return of goods must be approved by Bellaterra Home. A 25% restocking charge may be applicable. We reserve the right to refuse returns after 30 days from the date of the Invoice. A copy of the original invoice or a copy of the issued RGA must accompany returned goods. The material must be returned in the original packaging; otherwise, there will be a \$50 repackaging fee. All returns must be prepared and prepaid to ship freight.

Product damaged during the return due to lack of proper packaging will not be credited. The returned item **MUST** be in its original packaging, **AND** unaltered, uninstalled, unused resell-able condition. Otherwise, no return will be accepted.

Bellaterra Home LLC does not accept incorrectly shipped items after 30 days. We prefer the customer inspect the item upon arrival however allow 30 days to report any incorrectly shipped item.

DAMAGED OR LOST SHIPMENTS:

Any damages must be noted on shipping documents when signing for receipt of shipment. Claims for damaged or lost shipments must be made to the carrier.

WARRANTY INFORMATION

1. Bellaterra Home LLC guarantees all products to be free of defects in materials and workmanship for one (1) year from the original date of purchase. This warranty extends to the original purchase and first consumer owner only. This warranty is void if the product has been moved from its initial place of installation.
2. If a product fails due to defects in material or workmanship during the warranty period, Bellaterra Home LLC will replace it with a new unit or parts only at our cost, this subject to our discretion.
3. Bellaterra Home LLC will not be liable for any labor charges or freight costs incurred in connection with the replacement of a product.
4. This warranty does not apply to local building code compliance. The buyer should check with the local related plumbing codes before installation.

TEMPERED GLASS CHARACTERISTICS

Due to the manufacturing process, glass will tend to have a greenish tint this is a natural feature and is not considered a defect. As a result of the tempering process or otherwise, color variations in glass may occur in certain products.

Glass Vessels, Basin & Counter Tops Warranty will not cover:

1. Damage resulting from abuse, improper use, negligence or accident during or after

- the installation of a Bellaterra Home LLC's product.
2. Defects resulting from any modification or improper installation.
 3. Glass breakage.
 4. Misuse of product during ambient room temperature. If the water is too hot to touch, it's too hot to use in the basin.

STONE CHARACTERISTICS

Color Variations in stone are a natural occurrence. For this reason, new and/or replacement pieces may not match display samples and/or existing pieces. Natural occurring stone characteristics such as variations in grain, color, mineral streaks are not considered defective products.

FINISH & WOOD CHARACTERISTICS

All wood naturally ages, darkens changes color, and mellows over time due primarily to exposure to light. While this color change is imperceptible from day to day it may be significant over a longer period of time, or due to the amount of light the wood is exposed to. On warranty replacement doors or drawers, we will not guarantee an exact color match. Also, imperfections such as checks (small surface splits), pitch pockets (small dark holes), or darker mineral streaks are natural and are not considered defects.

CARE AND MAINTENANCE:

Always wipe furniture dry with a damp, non-abrasive cloth. For spills on granite & marble countertops wipe clean immediately to avoid staining. Wood continues to breathe as it ages. Dry air is its worst enemy, so try to keep rooms at an even temperature with good humidity. Avoid using silicone-based polish-cleaners as they can damage the stain finish. All woods & stains change in color when exposed to excessive light. Excessive exposure may create significant changes in color.

LEGAL DISCLAIMER:

The technical data provided in this publication is a service for Bellaterra Home LLC, customers and consumers. Products may be changed or discontinued at Bellaterra Home LLC's sole discretion without prior notification or obligation. While Bellaterra Home LLC's efforts to provide accurate information and description of its products are of utmost importance, completeness and precision cannot be guaranteed. Bellaterra Home LLC is not responsible for, nor does it have any liability for any mistakes or typographical errors, including liability for incidental, consequential, or special damages. All products should be inspected and measured upon delivery before any alterations or improvements are done in preparation to installation. Bellaterra Home LLC assumes no liability for the use of such information or for any damages incurred through its use or application. Nothing contained in this publication is to be construed as contractual nor does it provide any form of warranty or representation on the part of Bellaterra Home LLC. Bellaterra Home LLC makes no warranties, expressed or implied, including but not limited to any warranty of merchantability or of suitability for a particular purpose, as the information enclosed herein or the products described within.

FAQ's:

WHAT IS COVERED?

- Any manufacturer's defects are covered 1-year from the day of purchase
(See above for further details)

WHO IS COVERED?

- The original owner and original installation.
(See above for further details)

WHAT IS THE TIMELINE FOR COVERAGE?

- *Manufacturer's Defects:* 1-year from the day of purchase for any manufacturer's defects
- *Mis-shipped Item:* 5 calendar days from the date of delivery
- *Damaged Item:* 5 calendar days from the date of delivery.
(See above for further details)

WHAT ARE THE EXCLUSIONS/LIMITATIONS?

- See *LIMITATIONS & COMMERCIAL LIMITATIONS*
- Items will not be credited without being returned
(See above for further details)

UNDER WHAT CIRCUMSTANCES ARE REPLACEMENT PARTS, FULL UNIT REPLACEMENTS OR FULL REFUNDS ALLOWED?

- If a product fails due to defects in material or workmanship during the warranty period, Bellaterra Home LLC will replace it with a new unit or parts only at our cost, this subject to our discretion.
(See above for further details)

CONTACT US:

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