

Warranty Terms

1. One-year limited warranty for commercial installation, and three-year limited warranty for residential installation.
2. The manufacturer warrants its product to be free from defects in materials and workmanship during normal use when properly installed and serviced, for a period of one year for commercial or two years for residential from date of shipment. This limited warranty is only to the ORIGINAL PURCHASER of the Products and is not transferable to any third party, including but not limited to any subsequent purchaser or owner of the Product. This warranty applies only to the manufacturer's product purchased and installed in USA.
3. The manufacturer's obligations under this warranty are limited to repair, replacement or other appropriate adjustment, at the manufacturer's option, of the Product or parts found to be defective in normal use, provided that such Product was properly installed, used and serviced in accordance with instructions.

The manufacturer reserves the right to obtain necessary information including the claimed product to conduct investigation in order to determine the cause of the defect. The manufacturer is not responsible for the cost of removal, return and/or reinstallation of the Product.

4. This warranty does not apply to the following items:
 - a) Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder, electrical storm, tec.
 - b) Damage or loss resulting from any accident, unreasonable use, misuse, abuse, negligence, improper care or maintenance of the Product.
 - c) Damage or loss resulting from sediments or foreign matter contained in a water system.
 - d) Damage or loss resulting from the quality of water in the region where the product is used.
 - e) Damage or loss resulting from improper installation or from installation of the Product in a harsh and/or hazardous environment, or improper removal, repair or modification of the Product. This includes locations where the water pressure is above local codes or standards.
 - f) Damage or loss resulting from electrical surges or lightning strikes or other acts which are not the fault of the manufacturer or which the Product is not specified to tolerate, including failure to use the factory equipped cord and plug or use of a loose or faulty electrical outlet or use of a current or socket other than a 110V, 60Hz electrical current from a GFI (ground, fused) socket.
 - g) Damage or loss resulting from normal and customary wear and tear, such as gloss reduction, scratching or fading over time due to use, cleaning practices or water or atmospheric conditions, including but not limited to, the use of bleach, alkali, acid cleaners, dry (powder) cleaners or any other abrasive cleaners or the use of metal or nylon scrubbers.
5. If the warning Label placed on the seat is broken or otherwise not intact, this limited warranty is void.
6. In order for this limited warranty to be valid, the manufacturer needs to investigate each case. During this process, the customer needs to provide necessary information for the manufacturer to investigate, including but not limited to photos or videos to demonstrate the reported issue, purchase order number, production date or tracking information coming with the product.
7. This warranty gives you specific legal rights. You may have other rights which vary from state to state, province to province or country to country.

WARNING! The manufacturer shall not be responsible or liable for any failure of, or damage to, this Product caused by either chloramine in the treatment of public water supply or cleaners containing chlorine (calcium hypochlorite).

NOTE: The use of a high concentrate chlorine or chlorine related products can seriously damage the fittings. This damage can cause leakage and serious property damage.

THIS WRITTEN WARRANTY IS THE ONLY WARRANTY MADE BY THE MANUFACTURER. REPAIR, REPLACEMENT OR OTHER APPROPRIATE ADJUSTMENT AS PROVIDED UNDER THIS WARRANTY SHALL BE THE EXCLUSIVE REMEDY AVAILABLE TO THE ORIGINAL PURCHASER. THE MANUFACTURER SHALL NOT BE RESPONSIBLE FOR LOSS OF THE PRODUCT OR FOR OTHER INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OR EXPENSES INCURRED BY THE ORIGINAL PURCHASER, OR FOR LABOR OR OTHER COSTS DUE TO INSTALLATION OR REMOVAL, OR COSTS OF REPAIRS BY OTHERS, OR FOR ANY OTHER EXPENSE NOT SPECIFICALLY STATED ABOVE. IN NO EVENT WILL THE MANUFACTURER'S RESPONSIBILITY EXCEEDS THE PURCHASE PRICE OF THE PRODUCT. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTIES, INCLUDING THAT OF MERCHANTABILITY OR FITNESS FOR USE OR FOR A PARTICULAR PURPOSE, ARE EXPRESSLY DISCLAIMED.