



CASTELLO USA products combine high-quality materials and craftsmanship to create a long-lasting product for our customers. If there are any defects or issues within one year of purchase, you may be covered by our limited manufacturer warranty. If covered, CASTELLO USA will suggest possible solutions with you to resolve the issue. This warranty extends to the original purchaser and first consumer for personal household use only.

The One Year Limited Warranty does not cover the following:

- Normal wear and tear due to standard use.
- Costs due to labor, installation, or removal.
- Any shipping fees including freight, transportation, or postage.
- Injury or bodily harm due to use of a product.
- Issues that are not related to defects of the product (such as buyer's remorse, failure to purchase the correct size, personal dislike of color or finish, etc).
- Products that were damaged during shipping or transit.*
- Damages to product or property or bodily harm due to:
 - Negligence
 - Abuse
 - Excessive use of chemicals
 - Improper maintenance
 - Improper usage
 - Improper repairs
 - Improper installation

The One Year Limited Warranty will be rendered void including but not limited to the following situations:

- Products that have been modified.
- Products that have been moved from their initial place of installation.
- Products that were received in an imperfect state but were installed and used regardless.
- Products that were not installed by a professional licensed contractor or plumber.**

Please note that replacement units and parts have additional shipping and handling charges depending on the location the replacements are being shipped to. Any shipment to Alaska, Hawaii, Puerto Rico, any offshore islands (including Manhattan, Long Island, Martha's Vineyard, the Florida Keys), or any international location (including Canada and Mexico) will be subject to additional shipping and handling charges. Shipments to locations not listed above may have additional charges depending on the situation. Charges will be determined on a case-by-case basis depending on the location and the item being shipped.



CASTELLO USA makes no implication that products comply with any or all local building or plumbing codes. It is the consumer's responsibility to determine local code compliance, either on their own or through the use of an expert. If requested, CASTELLO USA will supply information about its products to the best of its ability.

CASTELLO USA is not liable for incidental, consequential, or special damages associated with return, replacement, installation, or use of your product including freight or shipping costs, labor, travel time, lost profits, home damages, damages to reputation, and other related liabilities and costs (including, without limitation, costs associated with experts, investigations, analyses, attorneys and other professionals and services). The CASTELLO USA warranty is a comprehensive and explicit limit of liability, and all items outside of it are not addressable by or the responsibility of CASTELLO USA. Certain states have variances regarding implied warranties and in those situations we remain fully compliant. CASTELLO USA's liability on any claim (including negligence) will not in any case exceed the contract price paid by the original purchaser for the product claimed defective or unusable.

If there are any questions or to file a claim, visit www.castellousa.com and see our Contact Us page. All claims are subject to inspection by CASTELLO USA and will require a proof of purchase as well as other information that may be required such as an order number, photos or video of the defect, or additional information regarding the original order. Failure to provide all requested information may result in the claim being rejected.

Note that CASTELLO USA's warranty and coverage are subject to change without notice.

*Please note that this warranty does not cover products that were damaged during shipping or transit. If the product was not purchased from CASTELLO USA directly and was purchased from a different seller, resolution will fall to the seller of the product. Please reach out to the seller for a resolution, which will be subject to the seller's own return or replacement policy. If the item was purchased directly from CASTELLO USA, please contact us directly for a resolution using the information on our contact us page located at <https://castellousa.com/contact-us/>. Our return policy for products purchased directly from us can be found on our website at <https://castellousa.com/shipping-returns/>.

**All installations of CASTELLO USA products should be performed by a licensed professional plumber or contractor. CASTELLO USA will not be responsible for damages or product failure caused by improper installation, misuse, or failure to use a licensed professional. Under no circumstance is CASTELLO USA responsible for costs due to removal or installation.