



www.castlebaysinks.com

Thank You For Choosing Castle Bay Sinks and Faucets

All Castle Bay products undergo a rigorous quality control process. Castle Bay sinks and faucets reflect the true passion for stylish design and high quality craftsmanship. We are confident its dependability and beauty will satisfy you for years to come. Our products bring you comfort and value to your home at an affordable price. "Value for life" is our mission. Castle Bay Sinks stands behind each product and its warranty.

Accessories (Soap Dispenser, Strainer and Bottom Grid)

Castle Bay Sinks warrants its accessories (Soap Dispenser, Strainer and Bottom Grid) to be free from manufacturing defects for a period of **one (1) year from the date of purchase**.

THIS WARRANTY IS LIMITED TO REPLACEMENT PARTS ONLY AND DOES NOT COVERED SHIPPING COSTS, LABOR COSTS OR DAMAGE INCURRED IN INSTALLATION, REPAIR OR REPLACEMENT OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER, NOR DOES IT COVER OR INCLUDE DAMAGES FOR PERSONAL INJURY, PROPERTY DAMAGE OR ECONOMIC LOSS. In no event shall the liability of Castle Bay Sinks Inc. exceed the purchase price of the faucet.

Any damage to accessories (Soap Dispenser, Strainer and Bottom Grid) as a result of improper installation, misuse, accident, neglect or any use that violates the instructions furnished by us, WILL VOID WARRANTY IMMEDIATELY. This warranty is only valid to the original consumer purchaser and excludes industrial, commercial, or business use of the product.

To Obtain Warranty Parts or Warranty Claim

Any claims must be made in writing, accompanied by the original proof of purchase (ie. original receipt), and accessories from the original consumer purchaser. All claims should be made initially by email to warranty@castlebaysinks.com. **The original sales receipt must be retained by purchaser and is the only acceptable proof of purchase.**

Return Goods Policy

All returns must first obtain a Return Goods Authorization Number by contacting Castle Bay Sinks. There will be a 25% restocking fee, handling and shipping charges for authorized returns. If it is an exchange for another product you might not be subject to restocking fee and handling charges within 14 days from the date of purchase. But return shipping charges are the responsibility of the customer. Castle Bay Sinks will only accept authorized return products in original condition with original packaging and accessories. All authorized returns must be accompanied by the original purchase receipt along with the Return Goods Authorization Number obtained from us.

Please ensure you package your return to prevent any damage to the items or boxes whilst in transit. All items returned will be inspected before credit approval. If the product is received in damage conditions, there will be no credit issued.

Product Replacement:

Return shipping charges are the responsibility of the customer. Replacement accessories under Warranty is Free. However; we will require shipping tracking # as the confirmation before sending out a replacement accessory. Alternately; we can accept credit card authorization as a deposit for the replacement accessory. Credit Card is to be used only as a DEPOSIT BACK-UP should for any reasons that the accessory did not get return to us. You will not be charged if we received the expected item. This deposit form will destroyed once the expected item is returned.



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WARRANTY CLAIM PROCEDURE

Before making a warranty claim, please read over our Warranty information to determine what it says regarding the item you believe requires warranty.

1. Complete the form, including the "Required Contact Information" below.
2. Provide sufficient description of the defective Accessories (Soap Dispenser, Strainer and Bottom Grid).
3. Provide picture(s) along with the description.
4. Submit a copy of the Purchase receipt by fax (1-888-505-2522) or email (warranty@castlebaysinks.com)
5. Email the completed form to warranty@castlebaysinks.com or Fax to 1-888-505-2522.

REQUIRED INFORMATION

First and Last Name: _____

E-mail Address: _____

Phone Number: _____ Date of Purchase: _____

Model: _____

Dealer (Store Purchased From) _____

Return Address: _____

DESCRIPTION OF THE ISSUE (PLEASE SUBMIT PICTURE(S) ALONG WITH THE DESCRIPTION)

Note:

Replacement part(s) under Warranty is Free. Shipping charge and handling fee is \$10+HST. The shipping cost for any required return item or part(s) is the responsibility of the buyer.