



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.

CASTLE BAY LIFETIME LIMITED WARRANTY

Stainless Steel Kitchen Faucets

Castle Bay Sinks warrants to the original consumer purchaser who purchases this faucet for use in his or her own home that this faucet will be leak-and-drip free during normal use for a LIFETIME. All parts (except cartridge) and finishes are warranted to be free from defects in material and manufacturing workmanship for a period of ONE year**. Castle Bay warrants the ceramic disk cartridge to be free from manufacturing defects for a LIFETIME to the original purchaser.

** Warranty for mechanical components, hand spray and hose is ONE year.

If this faucet should ever develop a leak during the warranty period, Castle Bay will provide FREE OF CHARGE for the parts to put the faucet back in good working condition. The shipping charge is the responsibility of the buyer.

THIS WARRANTY IS LIMITED TO REPLACEMENT PARTS ONLY AND DOES NOT COVER 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 this faucet 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.

Note that scratches, stains, chips are excluded from this warranty.

To Obtain Warranty Parts or Information

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 Policy For Item in Brand-New Condition

All returns must first obtain a Return Goods Authorization Number by contacting Castle Bay Sinks. There will be a 25% re-stocking charge and handling charges plus shipping back to us for authorized returns. If it is an exchange for another product you might not be subject to the restock fee and handling charges within 14 days from the date of purchase will be waived. 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 For Defective Item

Replacement faucet or warranted parts are FREE under Warranty. We are not responsible for the replacement labor. The shipping charge is the responsibility of the purchaser.

You are required to return the defective faucet to us for product improvement purpose. We will require shipping tracking # as the confirmation before sending out a replacement faucet. Alternately, we can accept credit card authorization as a deposit for the replacement faucet. Credit Card is to be used only as a DEPOSIT BACK-UP should for any reasons that the faucet did not get return to us. You will not be charged if we received the expected item. This deposit form will be destroyed once the expected item is returned.



Disclaimers

All Castle Bay products must be installed by a licensed professional plumber or contractor to avoid any improper use or installation. Castle Bay makes no representation that products comply with any or all local building or plumbing codes. It is the consumer's responsibility to determine local code compliance.

Modification: **Prices, product specifications, product modifications** are subject to change without notice. Castle Bay reserves the right to change, cancel, re-design products at its sole discretion without liability for the obsolescence of customers inventory stock.

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 faucet.
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: _____

Faucet Model: _____

Dealer (Store Purchased From) _____

Customer 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 \$12+HST.