



[www.castlebaysinks.com](http://www.castlebaysinks.com)

## CASTLE BAY SINKS (CANADA) INC.

### Warranty and Returns Policies

#### Warranty

**Castle Bay Sinks (Canada) Inc.** warrants its sink products to be free from manufacturing defects in materials and workmanship under normal usage to all purchasers. Should your sink prove defective for normal domestic purposes, Castle Bay Sinks will provide a replacement sink of an equivalent model free of charge, provided the sink you own had been installed and maintained in accordance with instructions provided by Castle Bay Sinks Inc..

Castle Bay Sinks Inc. will not be liable if the sink has been:

1. Improperly installed
2. Used for abnormal purposes or commercial purposes
3. Damaged resulting from abuse such as dropped objects
4. Caused by improper maintenance or cleaning, abnormal usage, misuse or negligence

Note that scratches, stains, chips are excluded from this warranty. This warranty will not cover any damages which might be caused by the product. Castle Bay Sinks shall not be liable for any inconvenience or expense for material or labour related to removal or replacement of the defective sink. Castle Bay Sinks shall not be liable for any indirect, incidental, special or consequential damages in any way related to the goods or services. In no event shall the liability of Castle Bay Sinks **exceed the purchase price of the sink.**

Visit [www.castlebaysinks.com](http://www.castlebaysinks.com) for more and complete details.

#### Contact Us First For Warranty Claims

For immediate help, product information, and warranty related questions, please contact us at 1-877-628-9865 or email us at [warranty@castlebaysinks.com](mailto:warranty@castlebaysinks.com). In the event of a warranty claim, the owner will be required to provide proof of purchase – **save the receipt.**

Do not return to the store without contacting us for the warranty authorization.

#### WARRANTY EXCLUSIONS

Excluded are any accessories that accompany the sink (strainers, waste fittings, waste chutes etc.).

#### Return Goods Policy

All returns must first obtain a Return Goods Authorization Number by contacting Castle Bay Sinks. There will be a 25% re-stocking charge, 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.



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## Product Replacement

Return shipping charges are the responsibility of the customer/buyer. Replacement Sink under Warranty is Free. However; we will require shipping tracking # as the confirmation before sending out a replacement sink. Alternately; we can accept credit card authorization as a deposit for the replacement sink. Credit Card is to be used only as a DEPOSIT BACK-UP should for any reasons that the sink 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.

## How to care and maintain your Stainless Steel Sink

Castle Bay stainless steel sink is made of premium 304 stainless steel. This heavy duty, 18 gauge, nonporous material is hygienic, rust-free, durable, and is easy to care for the lifetime of your sink. Stainless steel is remarkably easy to clean. You can quickly remove fingerprints, dust and ordinary stains simply by rubbing the stainless with a clean, damp cloth and wiping dry. It's no problem at all to remove stubborn or sticky materials such as burnt-on grease, dried food particles, and coffee stains if you follow the suggestions offered below. With reasonable care, your stainless steel will stay new-looking for years to come.

### ALWAYS

- \* Clean everyday by thoroughly rinsing with a mild soap, warm water and wipe dry.
- \* Rub lightly with a soft cloth in the direction of grain lines on a regular basis for additional preventive cleaning.
- \* Keep the sink free of any standing water as this can cause a buildup of mineral deposit, which can affect the appearance of your sink.
- \* Any stubborn stains should be removed by scrubbing in the direction of the grain with a mild abrasive such as Comet. Always rinse the sink after using any cleaning agent and wipe dry.
- \* Clean any mineral deposits built up over time with a mild solution of vinegar and water followed by a thorough flushing with water.

### NEVER

- \* Leave water spots, steel cookware or utensils in the sink for lengthy period ; iron particles often develop rust spots in the stainless steel surface.
- \* Use a steel wool or scoring pad as it damages the sink surface and causes discoloration.
- \* Let household cleaning agents or bleach sit in your sink for long periods of time as this may ruin the finish of your sink.
- \* Leave rubber mats, sponges or cleaning pads in the sink overnight as this will trap water and could stain and discolor the sink surface.
- \* Use any drain cleaning products containing sulfuric or hydrochloric acid as this will attack the sink. Silver cleaners can also contain acids that will damage the sink surface.
- \* Use the inside of the sink as a cutting surface.

## Scratches, Rust, Stains

Scratches are inevitable in stainless steel material. Over time, these scratches will become uniform with the sink's grain. However, most minor scratches can be softened with a Scotch-Brite pad and cleaning agent rubbing in the direction of the grain. NOT RECOMMENDED FOR MIRROR FINISH. For severe scratches, secure a pumice rubbing compound from a hardware store, and follow the directions on the package. Stainless steel does not rust. Rust stains are a result of iron particles, from outside sources such as water, cookware, steel wool pads, etc., that eventually develop into rust spots. Products such as FLITZ or BAR KEEPERS FRIEND are all effective at removing rust spots

For more maintenance information, visit [www.castlebaysinks.com](http://www.castlebaysinks.com).



**www.castlebaysinks.com**  
**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 sink.
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](mailto:warranty@castlebaysinks.com))
5. Email the completed form to [warranty@castlebaysinks.com](mailto:warranty@castlebaysinks.com) or Fax to 1-888-505-2522.

**REQUIRED INFORMATION**

First and Last Name: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_ Date of Purchase: \_\_\_\_\_

Sink Model: \_\_\_\_\_

Dealer (Store Purchased From) \_\_\_\_\_

Return Address: \_\_\_\_\_

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

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