



CASTLE BAY BATHROOM FAUCETS - ONE-YEAR LIMITED WARRANTY

All parts of the CASTLE BAY bathroom faucet are warranted for ONE YEAR to the original consumer purchaser to be free from defects in material and workmanship.

Castle bay will replace "free of charge", during the warranty period, any part that proves defective in material and/or workmanship under normal residential application. Avoid abrasive cleaners, steel wool and harsh chemicals. These will dull and may damage the finish and void your warranty.

This warranty does not cover misuse or abuse, accidental damages, scuffs or scratches, improper installation, abnormal usage, normal wear and tear, improper care of finishes, hard water or mineral/lime deposits, color change that takes place with the passage of time, negligence or damage caused by improper maintenance or cleaning. Normal wear of parts is excluded from the warranty.

THIS WARRANTY IS LIMITED TO REPLACEMENT PARTS ONLY AND DOES NOT COVER OR INCLUDE LABOR CHARGES 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 LIABILITY EXCEED THE PURCHASE PRICE OF THE FAUCET. WARRANTY PARTS ORDERS MAY BE SUBJECT TO SHIPPING & HANDLING CHARGES.

This warranty excludes all industrial, commercial, and business usage. 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.

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.**

Product Replacement For Defective Item

Unless the return is due to our error or we have determined that the product is defective when you received; return shipping charges and restocking fee will be waived. Replacement faucet under Warranty is free. We are not responsible for the replacement labor.

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 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) _____

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 for replacement part is \$10+HST.