

Statement of Warranty

Most products are guaranteed against defects in material and workmanship for the period of three years from date of purchase. It doesn't guarantee multiple replacements. If this product is defective, your exclusive remedy will be a replacement product of equal value.

This guarantee does not apply to residential toilet seats installed in non-residential conditions. This includes by example, hotels, motels, public restrooms, etc. The guarantee does not apply if the seat and / or hardware is changed or modified in any way or if they used in any installation other than a conventional water closet. We assume no liability for installations on anything other than a conventional water closet or if the seat and / or hardware is modified or substituted for.

Manufacturers' warranties may not apply in all cases, depending on factors such as use of the product, where the product was purchased, or who you purchased the product from.

This warranty gives you specific rights. You may have other statutory rights that may vary from state to state or province to province, in which case this warranty does not affect such statutory rights.

Please review the warranty carefully, and contact our Customer Service Department if you have any questions.

Customer Service Support

- Hours : Monday to Thursday (8 AM -5 PM), Friday (8 AM – 4 PM). CST
- Email : info@topseatusa.com
- Customer Service Telephone : +1-800-852-1238

Return & Refund Policy

Unopened toilet Seat can be returned and refunded only within 30 days of purchase. Open toilet seat is not eligible for return and refund.

Purchase order or receipt must be provided to TOPSEAT for return and refund.

Customer pays for the return cost if the toilet seat received has no problem.

Please cover the toilet seat with plastic wrapper like original to protect the bumpers of seat and surface, and carefully pack the seat to ensure the seats are not damaged in shipment. Please use a trackable carrier for shipment including the purchase order invoice or receipt in the package.

TOPSEAT Toilet Seat Cleaning

Toilet seats should be cleaned using mild hand soap and water. Antibacterial hand soap or dish soap can be used to fight against germs.

Do not use bleach, pine oils, essential oils, chlorine, acid, scouring powders, detergents, disinfectants, or products in aerosol cans.

Harsh chemicals can damage the paint finish, bumpers, and the metal finish on hinges. This can create a dull look on plastic toilet seats and a dirty worn-away look on molded wood seats as well as corrosion and peeling of the metal hinge finish. The bumpers may change color or become weakened such that they fail under compression.