

## RETURN POLICY

Due to the difficult and customer cost in the transporting this product, Bio Bidet will NOT accept any returns of the IB835 due to the unit being an incorrect size, measurement, shape, incompatible with the customers installation setup or the customer simply changing their mind. For issues of a unit arriving damaged or missing parts, due to the large dimension and weight, a white glove curbside service will be used for the IB835 Integrated toilet system. The same method of shipping must be used for returns to avoid further damages during transit. :

Claims for damaged and/or missing items must be received within 5 days of delivery by email or phone: [orders@biobidet.com](mailto:orders@biobidet.com) | 877-339-5214 ext. 2

Contact Bio Bidet for an authorized RMA number by emailing [orders@biobidet.com](mailto:orders@biobidet.com) with full order information including PO#, customer name, customer phone number, customer address, purchase date, and reason for return.

## 3 YEARS LIMITED WARRANTY.

### USPA Integrated Toilet System comes with 3 year limited warranty from date of purchase

100% Coverage of all parts and labor for the entire product for the first year from original date of purchase

75% Coverage of all parts and labor for the entire product for the second year from original date of purchase

50% Coverage of all parts and labor for the entire product for the third year from original date of purchase

Our obligations under this warranty are limited to repair or replacement, at our option, of products or parts, found to be defective, provided that such products were properly installed and used in accordance with instructions. Bio Bidet reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. Bio Bidet will not charge for labor or parts in connection with warranty repairs or replacements.

Bio Bidet is not responsible for the cost of removal, return and/or reinstallation of products.

This warranty does not apply to the following items: Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder electrical storm, etc. Damage or loss resulting from any unreasonable use, misuse, abuse, negligence, or improper maintenance of the product. Damage or loss resulting from removal, improper repair, or modification of the product. Damage or loss resulting from sediments or foreign matter contained in a water system. Damage or loss resulting from improper installation or from installation of a unit in a harsh and/or hazardous environment This warranty gives you specific legal rights. You may have other rights which vary from state to state.

To obtain warranty repair service under this warranty, you must take the product or deliver it prepaid to our service facility together with a letter stating the problem, or contact a distributor or products service contractor, or write directly to 7900 S Route 31, Crystal Lake IL 60014.

This written warranty is the only warranty made by Bio Bidet. Repair or replacement as provided under this warranty shall be the exclusive remedy available to the purchaser. We shall not be responsible for the loss of the product or for other incidental, special or consequential damages or expenses incurred by the purchaser, or for labor or other costs due to installation or removal, or costs of repairs by others, or for any other expense not specifically stated above. Except to the extent prohibited by applicable law, any implied warranties, including that of merchantability or fitness for use, are expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you.

Warning! We shall not be responsible or liable for any failure of, or damage to, this plumbing product or product component caused by either chlorines in the treatment of public water supply or in-tank bowl cleaners containing chlorine (calcium hypochlorite).

Note: The use of high concentration of chlorine or chlorine related products can seriously damage the fittings. This damage can cause leakage and serious property damage.

Return Policy Bidet seat which has been installed or used are non-refundable due to governmental regulations pertaining to personal hygiene products. BBC Innovation cannot accept product returns if the installation hardware kit has been opened or if other signs of use are detected.

How to obtain service:

To obtain repair service under this warranty, you must contact us to obtain an RMA (Return Merchandise Authorization) number. Proof of purchase in the form of a copy of your original receipt must accompany the returned unit for the warranty to be valid. Take or ship the unit prepaid to the closest authorized service center along with your RMA number and proof of purchase.

To obtain your RMA number and locate the service center location nearest you, call 847.458.2334.

To receive an RMA number or to speak with a customer service representative