

## Hansgrohe, Inc. Limited Warranty

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This warranty is limited to products manufactured by Hansgrohe, Inc. that are purchased by a consumer in the United States or Canada after March 1, 1996, and installed in either the United States or in Canada.

### WHO IS COVERED BY THE WARRANTY

This limited warranty extends to the original purchaser only. This warranty is non-transferable. Hansgrohe, Inc. neither assumes nor authorizes any person to create for it any other obligation or liability in connection with this product.

### LENGTH OF WARRANTY

If you are a consumer who purchased the product for use primarily for personal, family or household purposes, this limited warranty starts on the date of purchase and extends for as long as you own the product and the home in which the product is originally installed. If you purchased the product for use primarily for any other purpose, including, without limitation, a commercial purpose, this limited warranty starts on the date of purchase and extends (i) for 1 year, with respect to hansgrohe brand products and commercial products, and (ii) for 5 years, with respect to AXOR products. The Rubbed Bronze finish is subject to a 3-year limited warranty starting on the date of purchase.

### WHAT IS COVERED BY THE WARRANTY

This limited warranty covers only your manufactured product. Hansgrohe, Inc. warrants this product against defects in material or workmanship as follows: Hansgrohe, Inc. will replace at no charge for parts only or, at its option, replace any product or part of the product that proves defective because of improper workmanship and/or material, under normal installation, use, service and maintenance. If Hansgrohe, Inc. is unable to provide a replacement and repair is not practical or cannot be made in timely fashion, Hansgrohe, Inc. may elect to refund the purchase price in exchange for the return of the product. REPAIR OR REPLACEMENT (OR, IN LIMITED CIRCUMSTANCES, REFUND OF THE PURCHASE PRICE) AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE PURCHASER.

### WHAT IS NOT COVERED BY THE WARRANTY

- A. Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- B. Conditions, malfunctions or damage resulting from (1) normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration; (2) the use of abrasive or caustic cleaning agents or "no-rinse" cleaning products, or the use of the product in any manner contrary to the product instructions; or (3) conditions in the home such as excessive water pressure or corrosion.
- C. Labor and other expenses for disconnection, deinstallation, or return of the product for warranty service (including but not limited to proper packaging and shipping costs), or for installation or reinstallation of the product.
- D. Accessories, connected materials and products, or related products not manufactured by Hansgrohe, Inc.
- E. Any hansgrohe or AXOR product sold for display purposes.
- F. Custom products are non-returnable and cannot be cancelled upon receipt of order confirmation sent from Hansgrohe, Inc.

### HANSGROHE, INC. SHALL NOT BE LIABLE TO PURCHASER OR ANY OTHER PERSON FOR ANY INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES, ARISING OUT OF BREACH OF THIS LIMITED WARRANTY.

Some provinces and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

### TO OBTAIN WARRANTY PARTS OR INFORMATION

Contact your retailer, or contact Technical Service at:

Hansgrohe, Inc.  
1492 Bluegrass Lakes Parkway  
Alpharetta, GA 30004  
Toll-free 800-334-0455

In requesting warranty service, you will need to provide:

1. The sales receipt or other evidence of the date and place of purchase.
2. A description of the problem.
3. Delivery of the product or the defective part, postage prepaid and carefully packed and insured, to:  
Hansgrohe, Inc.  
1492 Bluegrass Lakes Parkway  
Alpharetta, GA 30004  
Toll-free 800-334-0455

When warranty service is completed, any repaired or replacement product or part will be returned to you postage prepaid. REVISED MAY 1, 2016.

## Additional Information

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### PRODUCT INSTRUCTIONS AND QUESTIONS

Upon purchase or prior to installation, please carefully inspect your product for any damage or visible defect. Prior to installing, always carefully study the enclosed instructions on the proper installation and the care and maintenance of this product. If you have questions at any time about the use, installation or performance of your product, or the Limited Warranty, please write us or call us toll-free at 800-334-0455.

### HANSGROHE, INC. RETURN GOODS POLICY

Hansgrohe, Inc. is dedicated to customer satisfaction. If for any reason you must return a product to us, please follow our Return Policy. Product should not be returned for credit or replacement without prior written authorization from Hansgrohe, Inc. Any product returned and received by Hansgrohe, Inc. without prior written authorization will not be accepted. You will be notified and the items will be returned at your expense.

- To return any hansgrohe or AXOR brand products you must first obtain a Return Goods Authorization (RGA) number from us. Fax (770-889-1783), phone (800-334-0455) or e-mail (customerservice@hansgrohe.com) your request to Hansgrohe, Inc. listing the invoice number or purchase order number, part number(s), quantity and the reason for the return. An RGA number and a copy of the list of items approved for return will be faxed to you.
- Return Goods Authorization will expire 60 days after the date of issue.
- Returned hansgrohe or AXOR brand products will incur a 25% (\$20 minimum) restocking charge, unless the return is due to an error by Hansgrohe, Inc. or if there is a product defect.
- All items must be returned in their original product box. Showerpanels and shower columns will incur a \$40 per item rebox charge. All other damaged or otherwise unusable boxes will incur a \$10 per item rebox charge. All hansgrohe and AXOR brand product boxes must be placed in outer shipping carton(s) with adequate packing material to ensure that the product is not damaged while in transit. Please include a copy of the faxed RGA in your shipment. The RGA number must be clearly written on the outside of the shipping carton(s) and also be referenced on the shipping label(s).
- Hansgrohe, Inc. will not accept returns on phase-out product after five months from the date of the announcement from Hansgrohe, Inc. Any returns of such product during this five month period will incur a 25% restocking fee.
- Hansgrohe, Inc. will not accept returns on discontinued product that is not listed in the current price book.
- Stock Rotations: Hansgrohe, Inc. will accept a maximum of one 2 for 1 stock rotation every six months (excludes phase-out product). An order at twice the value of the return must accompany the RGA request. The 25% restocking fee will be waived for stock rotations that meet the above stated policy.
- Custom products are non-returnable and cannot be cancelled upon receipt of order confirmation sent from Hansgrohe, Inc.

### The return shipment should be sent freight prepaid to:

Hansgrohe, Inc.  
Attn: RGA Department  
1492 Bluegrass Lakes Parkway  
Alpharetta, GA 30004

- Receipt of returned product does not guarantee credit. The value of the returned goods will be determined following inspection of the items received. Credit will only be issued for those items that meet Hansgrohe, Inc.'s Return Goods Policy conditions.

## Hansgrohe General Terms and Conditions

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| Prices:         | All prices are subject to change without notice and are exclusive of any shipping, delivery or handling charges that may apply.   |
| Terms:          | 2% 10 days; net 30 days   |
| Minimum Order:  | Our minimum invoice is \$50 net. Any orders totaling less than \$50 net will be billed at \$50 net.   |
| Freight:        | All orders are shipped by the method and carrier of Hansgrohe, Inc.'s choosing. If special routing or expedition is requested, we reserve the right to invoice any additional costs incurred.<br><br>Full freight is allowed on shipments of \$2,500 net, invoice value, for ground shipments within the contiguous United States. All other shipments of lesser value will be shipped F.O.B. Alpharetta, Georgia.<br><br>Oversized packages will be charged carrier's published price plus handling. |
| Damage or Loss: | Our responsibility ends at the time Hansgrohe delivers merchandise in original condition to the carrier. Delivery to the carrier constitutes delivery to the customer. All claims for damaged or lost shipments should be made promptly by the customer to the carrier.   |
| Claims:         | All claims must be made within seven (7) days of receipt of merchandise.  |
| Returns:        | See Previous Page.  |
| Drop Shipments: | Residential drop shipments will incur a higher cost via discount multiplier.  |

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All allowances, rebates, incentives or other amounts we offer you from time to time (collectively "Programs") are earned and payable only if your accounts (including those of your subsidiaries and affiliates) are current with all Masco Corporation subsidiaries and affiliates. In addition, Programs are not earned or payable if the ratings issued by any agency, such as S&P, Moody's, or Fitch, relating to your company, parent, subsidiaries, or affiliates are lower than investment grade quality. Any earned payment may be withheld or be used to satisfy any of the accounts or other obligations to a Masco subsidiary or affiliate.

**THESE TERMS OF SALE ARE SUBJECT TO CHANGE. PRIOR TO PLACING AN ORDER WITH HANSGROHE, INC. PLEASE GO TO [WWW.HANSGROHE-USA.COM](http://WWW.HANSGROHE-USA.COM), OR CONTACT ONE OF OUR REPRESENTATIVES AT 800-334-0455 TO OBTAIN HANSGROHE, INC.'S THEN CURRENT TERMS OF SALE.**

**HANSGROHE AND AXOR BRAND PRODUCTS MAY BE DISCONTINUED AT ANY TIME WITHOUT NOTICE. PRODUCTS LISTED AS "PHASE OUT" WILL ONLY BE AVAILABLE WHILE SUPPLIES LAST. PLEASE CALL TO CONFIRM AVAILABILITY.**

