

ITALIA FAUCETS, INC.

1-YEAR LIMITED DISTRIBUTOR WARRANTY



WARRANTY OVERVIEW

This warranty policy is applicable to only products distributed by Italia Faucets, Inc. ("Distributor") purchased after October 1, 2012 from authorized dealers. The Distributor provides no warranty for any products purchased prior to October 1, 2012 or for products purchased from unauthorized dealers.

L.S.H. and *S-Series* brands carry a 1-year Limited Distributor Warranty (1 year mechanical replaceable parts, 1 year finish) provided by the manufacturer and serviced by the Distributor. Improper care and maintenance voids warranty. Customer must present a dated, valid proof of purchase (payment receipt from an authorized reseller) to receive replacement parts covered by the warranty. In some instances, the Distributor may require a digital picture and/or the physical product sent for inspection to verify the defect. For faucets that are discontinued and no longer replaceable, a pro-rated credit towards a purchase of another similar *L.S.H.* or *S-Series* brand faucet will be issued. For faucets outside the warranty period, replacement parts may be available for purchase.

WHO IS COVERED BY THE WARRANTY

The warranty extends to the original consumer purchaser only. The warranty is not transferrable.

WHAT IS COVERED BY THE WARRANTY

The manufacturer warrants this product against defects in material and manufacturing workmanship. The Distributor will replace or repair, in whole or in part, any product that proves defective because of improper workmanship under normal installation, use, service and maintenance.

LENGTH OF WARRANTY

- Faucets installed in residential applications: 1 year mechanical replaceable parts, 1 years finish
- Faucets installed in commercial applications: 1 year mechanical replaceable parts

WHAT THE WARRANTY DOES NOT COVER

1. Conditions, malfunctions, or damage not resulting from defect in material or manufacturing workmanship.
2. Conditions, malfunctions, or damage resulting from:
 - normal wear and tear
 - improper installation
 - improper maintenance
 - misuse
 - neglect
 - accident
 - alteration
 - the use of abrasive and/or caustic cleaning agents
 - in home conditions such as excessive water pressure or hard water levels
3. Labor expenses for:
 - installation of product
 - de-installation of product for warranty service (including proper packaging and shipping costs)
 - reinstallation of product after warranty service
4. Parts and/or connected materials not manufactured by *L.S.H.* or *S-Series*.

The Distributor reserves the exclusive right to determine if customer has voided the warranty by not following proper care or if damage results from any of the

conditions stated in paragraph 2 under this section. Italia Faucets, Inc.'s obligations under free replacement parts or products extends only to the cost of the part or product and does not cover shipping costs.

TO OBTAIN WARRANTY PARTS AND SERVICE

Contact customer service at:

ITALIA FAUCETS, INC.
2505 Anthem Village Drive, Suite E-240
Henderson, NV 89052
877.482.5422
customerservice@italiafaucets.com

When requesting warranty replacement parts, you will need to provide:

- a dated, valid proof of purchase (payment receipt from an authorized Italia reseller)
- the specific part number(s) and/or part description to be replaced.

In some cases, a) the Distributor will require a digital picture of the part or product to verify the defect, or b) the Distributor will require delivery of the part or product for inspection of the defect.

Delivery of warranty replacement parts typically takes up to 10 business days. In some cases, replacement parts may not be readily available and may take up to 4-6 weeks for delivery.

When requesting warranty service, you will need to provide:

- an approved Return Merchandise Authorization number (RMA) issued by Customer Service
- a dated, valid proof of purchase (payment receipt from an authorized reseller)
- a description of the problem
- delivery of the product or defective part to:

ITALIA FAUCETS, INC.
Attn: Technical Support
2505 Anthem Village Drive, Suite E-240
Henderson, NV 89052

Items must be properly and safely packed in such a

manner to prevent damage the part or product during shipment. For your safety, please ship via insured carrier which employs package tracking. After warranty service is completed, any repaired or replacement parts/products will be return shipped via Standard Ground service to the customer free of charge. Upgraded delivery is available for a fee.

The Distributor will not service received items when:

- The item is inspected and found to be not covered by oarranty.
- The item is inspected and found to be damaged during shipment due to lack of proper packaging.

Return shipment of such products will be at the expense of the customer. For faucets that are discontinued and no longer serviceable and/or replaceable, a pro-rated credit towards a purchase of another similar *L.S.H.* or *S-Series* brand faucet will be issued.