



## VIRTU USA BATHROOM VANITY LIMITED WARRANTY

VIRTU USA offers the following limited warranty on each of its Vanity products (the "Product") and the components thereof. This warranty extends only to the original owner or end-user for personal household use. For commercial uses, additional limitations apply.

VIRTU USA warrants the Product to be free from defects in workmanship and materials under normal use and service for a period of one (1) year from the initial date of purchase by the owner or end-user, contractor, or builder, from VIRTU USA or an authorized VIRTU USA dealer.

Subject to the warranty service provision below, any product reported to the authorized dealer or to VIRTU USA as being defective within the warranty period will be repaired, replaced (with a product of equal value) or refunded at the discretion of VIRTU USA. This warranty extends to the original owner or end-user and is not transferable to a subsequent owner.

Neither the distributor, authorized VIRTU USA dealer, nor any other person has been authorized to make any affirmation, representation, or warranty other than those contained in this warranty. Any affirmation, representation, or warranty other than those contained in this warranty shall not be enforceable against VIRTU USA or any other person.

VIRTU USA reserves the right to modify this warranty at any time, it being understood that such modifications will not alter the warranty conditions applicable at the time of sale of the products in question.

### **Limitations**

This warranty shall not apply to instances of incorrect operating procedures, breakages, or damages caused by fault through improper installation, carelessness, abuse, misuse, misapplication, improper maintenance, or alteration of the Product, as well as chemical or natural corrosion, accident, fire, flood, an act of God, or any other casualty. Avoid abrasive cleaners, steel wools, and harsh chemicals as these will scratch, damage, and / or dull the product and / or finish and void this warranty. The owner/end-user of the Product covered by the present warranty is entirely responsible for its proper installation and any applicable plumbing. VIRTU USA neither installs nor supervises the installation nor hires a contractor for this purpose; consequently, VIRTU USA cannot be held responsible for any default, breakage, or damages caused thereby or resulting thereof, either directly or indirectly.

The owner/end-user must provide access to the components of the Product as described in the installation guide so that VIRTU USA can execute the warranty specified herein. If such access is not available, all expenses to provide said access will be the responsibility of the owner/end-user.

Initial

This warranty does not apply to Products that have not been installed or operated in accordance with instructions supplied by VIRTU USA and all applicable rules, regulations, and legislation pertaining to such installations.

This warranty does not apply unless the VIRTU USA Product is installed by fully insured licensed professionals. VIRTU USA strongly recommends that such licensed professionals have experience in the installation of bathroom products. Installation of certain products, including, without limitation, glass products (i.e., shower doors and glass sinks) by an inexperienced person may result in glass breakage and, consequently, cause personal injury or death.

VIRTU USA is not liable for personal injuries or deaths to any persons or for any direct, special, incidental, or consequential damage, loss of time, loss of profits, inconvenience, incidental expenses, labor or material charges, or any other costs resulting from the use of the product or equipment or pertaining to the application of the present warranty, or resulting from the removal or replacement of any product or element or part covered by this warranty.

Except as otherwise provided above, VIRTU USA makes no warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose or compliance with

In any case, VIRTU USA cannot be held liable for any amount over and above the purchase price paid for the Product by the owner/end-user, contractor, or builder.

Surface characteristics of natural stones may vary from each slab. Natural veining, crystal lining and local crystallization are common characteristics of natural stones. These unique characteristics do not qualify as defects. In addition, all VIRTU USA vanities are handcrafted. Each product may vary slightly in size and color within an acceptable industry tolerance.

### **Commercial Limitations**

In addition to the above conditions and limitations, VIRTU USA is not responsible for loss of use or profit under any circumstances. If the product is used as a display, the warranty period begins when the product is placed on display. This warranty gives the owner/end-user specific legal rights. The owner/end-user may also have other rights which can vary from one state or province to another.

### **Warranty Service**

In order to obtain service provided under this warranty during regular business hours, contact VIRTU USA directly. VIRTU USA will provide the warranty service described above when the following conditions have been met: the failure is of the nature or type covered by the warranty; the user has informed an authorized VIRTU USA's warranty service department representative of the nature of the problem during the warranty period; conclusive evidence (e.g., proof of purchase or installation) is provided to the foregoing by the user proving that the failure occurred or was discovered within the warranty period; an authorized independent service person or company representative has been permitted to inspect the product during regular business hours within a reasonable time after the problem was reported by the user. VIRTU USA's warranty obligation shall be discharged upon tender of replacement or repair. The customer's refusal to accept the tender terminates VIRTU USA's warranty obligations.

Initial



## VIRTU USA

Freight Receiving Instructions

### **VIRTU'S OBLIGATIONS:**

- Take pictures of the freight before it leaves the dock.
- Package the freight properly for shipment: Palletize, strap and wrap.
- Retain a specific packing slip showing the exact items being shipped.
- Attach highlighted receiving instructions per pallet.

### **CONSIGNEE'S OBLIGATIONS:**

***Do not sign POD until you inspect the freight.***

**Visible Damage** - damage is visible upon delivery including carton damage

- Open all packages and inspect for damages.
- Take Pictures
- Note specifically on Delivery Receipt the # of boxes received and all damages.
- **DO NOT SIGN POD "SUBJECT TO INSPECTION"**
- Have driver sign the POD acknowledging the damage
- If all freight is damaged, refuse freight.
- Carefully inspect the stone countertop
- Freight must be available for inspection by carrier
- Call Virtu USA with any questions or for assistance

**Concealed Damage** - Damage not visible upon delivery.

- Immediately contact the carrier to notify them of the concealed damage (must be notified Within 7 days)
  - Record the carrier representative's **Name, Phone Extension, and Date** of contact
- Take pictures showing: (4 different views required)
  - External carton
  - Damage product full view
  - Two angles zoomed in on the damaged area
- Immediately contact Virtu USA customer service department assistance
- Keep original packaging intact (do not discard any original packaging)
- Freight must be available for inspection by the carrier

**Shortage** - Note any missing boxes on the POD and call Virtu USA.

Virtu USA will ship freight and file claims on our dealer's behalf. However, it is the dealer's responsibility to notify the consignee of the receiving instructions and procedures. Virtu USA will not be responsible for any damages that not properly reported. Failure to following the procedure may result in a non-replacement.