

GRAFF Limited Lifetime Warranty

GRAFF products are warranted to be free from defects in materials and workmanship for the life of the product.

This warranty only applies to product purchased through an authorized GRAFF dealer for use in North America. This warranty is limited solely to the original purchaser, and is non-transferable. Proof of purchase (original sales receipt) must be made available to GRAFF for all warranty claims.

Mechanical Warranty: All mechanical parts and ceramic disc cartridges are warranted to be free from manufacturing defects in materials and workmanship for the life of the product.

Thermostatic, pressure balance and diverter cartridges, diverters, electronic faucets and shower components are warranted for two (2) years from the original date of purchase.

Finish Warranty: Polished Chrome, Brushed Nickel, Polished Nickel, Steelnox® (Satin Nickel), Onyx PVD™, OR'osa PVD™, Polished Brass PVD and Brushed Brass PVD finishes carry a limited lifetime warranty for Faucets, Shower and Bath Components. Gunmetal, Gunmetal Distressed, 24K Gold Plated and 24K Brushed Gold Plated finishes are warranted for one (1) year from the original date of purchase. Vintage Brushed Brass finishes are warranted for two (2) years from the original date of purchase. Olive Bronze™, Architectural Black™, Matte Black™ and Architectural White finishes are warranted for three (3) years from the original date of purchase. Unfinished Brass and Unfinished Brushed Brass are not covered under warranty as these are living finishes, intended to change in appearance over time.

Finishes on Cover Plates, Kitchen/Bath Accessories and Kitchen Side Sprays are warranted for two (2) years from the original date of purchase. Finishes on drain assemblies and aerators are not covered under warranty.

Exclusions: This warranty applies to normal, residential use. Product sold for installation and use in commercial and business applications will be covered by a one (1) year limited warranty from the date of purchase by the original owner.

This warranty does not cover products made of glass or porcelain, or that have been damaged due to lime and calcium build up.

Improper maintenance and cleaning of fixtures with abrasive or corrosive chemical cleaners will void this warranty.

This warranty does not extend to products that have been damaged through normal wear and tear, accidents, misuse, abuse, neglect, exposure to abrasives or chemicals, poor/hard water conditions and excessive mineral deposits, or improper installation, including the use of less than 100% silicone caulking adhesives or oil based putty. Due to the sophistication of our products, GRAFF strongly recommends the use of licensed installers.

Warranty will be void if item has been altered or tampered with including: the removal of aerators and restrictors, items previously repaired using replacement parts other than genuine GRAFF parts, or use in outdoor or marine applications.

GRAFF's warranty does not cover items sold for display purposes or "as is".

GRAFF is not responsible for labor charges, installation or other incidental or consequential costs. In no event, shall GRAFF's liability exceed the purchase price of the product.

Inbound and/or outbound freight for warranty items is the responsibility of the purchaser.

This warranty is the exclusive warranty granted by GRAFF in lieu of all other warranties expressed or implied including those of merchantability and fitness for a particular purpose. Some states/provinces do not allow limitations of how long an implied warranty lasts or the exclusion or limitation of such damages, so these limitations and exclusions may not apply to you. This warranty gives the consumer specific legal rights. You may also have other rights that vary from state/province to state/province.

Obtaining Warranty Services: Replacement parts may be ordered through GRAFF directly. Contact GRAFF Technical Support at 1-800-954-4723 or email techsupport@graff-designs.com.

GRAFF reserves the right to require any part deemed as defective to be returned to our US headquarters for inspection prior to replacement parts being issued.

Register the product online at <http://www.graff-designs.com/en/tools/product-warranty>