

# WARRANTY SERVICES



## Benitton Bathware Products Warranty Policy

Thank you for choosing Benitton bathware products. We are committed to providing you with high-quality products and excellent service. This warranty policy covers the terms and conditions of the warranty for our products. Please read it carefully and keep it for your future reference.

Product	Warranty Period
Benitton Faucets	10 Years
Benitton PTMT Faucets	3 Years
Concealed Parts	10 Years
Health Faucets <b>(Only Gun)</b>	1 Year
Benitton Sanitaryware	10 Years Warranty On Glaze
Seat Cover / Flush Plates	2 Years
PVC Flushing Cisterns	1 Year

## What does this warranty policy cover?

- Benitton faucets and concealed parts: These products are covered by a 10-year service warranty from the date of purchase. This warranty covers any defects in materials or workmanship under normal use and installation. For the first 2 years of the warranty period, we will provide free spare part replacement for any defective products. After 2 years of the date of purchase, charges will be applicable for spare parts, but the visit service will remain free of cost for the entire warranty period.
- Benitton health faucets gun: These products are covered by a 1-year warranty from the date of purchase. This warranty covers only the health faucet gun and not the shower tube or other parts. This warranty covers any defects in materials or workmanship under normal use and installation. We will provide free repair or replacement for any defective products within the warranty period.

## What does this warranty policy cover?

- Benitton PTMT faucets: These products are covered by a 3-year warranty from the date of purchase. This warranty covers any defects in materials or workmanship under normal use and installation. We will provide free repair or replacement for any defective products within the warranty period.
- Benitton sanitaryware products: These products are covered by a 10-year glaze warranty from the date of purchase. This warranty covers the glaze quality of the products under normal use and installation. We will provide free repair or replacement for any products that have glaze defects within the warranty period.
- Benitton flushing cisterns: These products are covered by a 1-year leakage warranty from the date of purchase. This warranty covers any leakage issues of the products under normal use and installation. We will provide free repair or replacement for any products that have leakage problems within the warranty period.

## What does this warranty policy not cover?

- Any damage or defect caused by improper installation, misuse, abuse, negligence, accident, alteration, modification, or repair by unauthorized personnel.
- Proof of purchase, invoice in Original or Warranty Card is not shown to company authorized service personnel at the time of repair. In such cases service will still be rendered however it will be on chargeable basis as per the standard rates of labor and/or parts (as the case may be), prevailing at that point of time.
- Any damage or defect caused by external factors, such as natural disasters, fire, water, power surges, corrosion, rust, stains, or acts of God.
- Any damage or defect caused by normal wear and tear, aging, or cosmetic changes.
- Any damage or defect caused by using improper or incompatible accessories, parts, or cleaning agents.
- Any damage or defect caused by failure to follow the instructions, guidelines, or maintenance procedures provided by us or the manufacturer.
- Any incidental or consequential damages, such as loss of use, loss of profits, or loss of property value.

## Maintenance Guidelines:

Kindly follow the guidelines mentioned below to give you the best results and to maintain the finishes and longevity of the product.

- Clean the product with water-soaked soft towel or bathing soap solution once in a day or two to keep the plated surface clean and free from any deposits.
- Don't use any type of cleaning/detergent agents which contain acids or chemicals such as flush cleaner, tile cleaner etc.
- Don't use salt or vinegar-based cleaning agents to remove scale or scale-related stains. They may damage the surface or finish of products.
- Special color combination products should not be rubbed by Emery paper/cleaning powder. This can cause abrasion.

## What do you need to do to get service under this warranty policy?

To get service under this warranty policy, you need to do the following:

- Contact our customer service department at 1800-309-0780 or support@benittonbathware.com and provide your name, address, phone number, product model, purchase date, and proof of purchase (such as invoice or receipt).
- Explain the nature and details of the problem or defect you are facing and request for service or repair.
- Follow the instructions given by our customer service representative and cooperate with them to arrange for the service or repair.
- Keep the product and all its parts and accessories in good condition and ready for inspection by our authorized service personnel.
- Allow our authorized service personnel to access the product and perform the necessary service or repair.

## How does state law affect this warranty policy?

This warranty policy gives you specific legal rights, and you may also have other rights that vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. Some states do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.