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Warranty Terms

ALPHA BIDET (WebGerms Health Inc) warrants the ALPHA JX and ALPHA UX PEARL to be free from manufacturing defects under normal use and service for a period of three (3) years from date of purchase from an authorized retailer.

ALPHA BIDET (WebGerms Health Inc) warrants the ALPHA iX Hybrid, Alpha GX Wave, Alpha GXR Wave and Alpha ONE V2 to be free from manufacturing defects under normal use and service for a period of one (1) year from date of purchase from an authorized retailer.

This warranty is extended only to the ORIGINAL PURCHASER.

Our obligations under this warranty are limited to repair or replacement, at ALPHA BIDET's option, of products or parts found to be defective, provided that such products were properly installed and used in accordance with instructions. ALPHA BIDET reserves the right to make such inspections as may be necessary in order to determine the cause of the defect. ALPHA BIDET will not charge for labor or parts in connection with warranty repairs or replacements. ALPHA BIDET is not responsible for the cost of removal, return and/or reinstallation of products.

This warranty does not apply to the following items:

Damage or loss sustained in a natural calamity such as fire, earthquake, flood, thunder electrical storm, etc.

Damage or loss resulting from physical damages

Damage or loss resulting from the use of improper cleaning solutions (bleach, ammonia, alcohol based cleaners, etc.)

Damage or loss resulting from any unreasonable use, misuse, abuse, negligence, or improper maintenance of the product.

Damage or loss resulting from removal, improper repair, or modification of the product.

Damage or loss resulting from sediments or foreign matter contained in a water system.
Damage or loss resulting from improper installation or from installation of a unit in a harsh and/or hazardous environment

This warranty gives you specific legal rights. You may have other rights which vary from state to state.

To obtain warranty repair service under this warranty, you must first contact ALPHA BIDET to obtain an authorization for service. Then the customer must clean and then take the product or deliver it prepaid to a our service facility together with a letter stating the problem, or contact a distributor or products service contractor, or write directly to 2031 Merced Ave, South El Monte, CA 91733.

ALPHA BIDET reserves the right to refuse performing service on products that are received in unsanitary conditions with visible fecal matter and other bodily fluids. A \$50 cleaning fee may be assessed if product requires steam cleaning to make working condition safe for repair work.

This written warranty is the only warranty made by ALPHA BIDET. Repair or replacement as provided under this warranty shall be the exclusive remedy available to the purchaser. We shall not be responsible for loss of the product or for other incidental, special or consequential damages or expenses incurred by the purchaser, or for labor or other costs due to installation or removal, or costs of repairs by others, or for any other expense not specifically stated above. Except to the extent prohibited by applicable law, any implied warranties, including that of merchantability or fitness for use, are expressly limited to the duration of this warranty. Some states do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, so the above limitation and exclusion may not apply to you.

Warning! We shall not be responsible or liable for any failure of, or damage to, this plumbing product or product component caused by either chloramines in the treatment of public water supply or in-tank bowl cleaners containing bleach, alcohol, or chlorine (calcium hypochlorite).

Note: The use of high concentration of chlorine or chlorine related products can seriously erode the fittings. This damage can cause leakage and serious property damage.
