



Faucets – 5 Year Limited Warranty

Ratel warrants its faucets in chrome, brushed nickel finishes being free of defects in material and workmanship under normal residential usage for five (5) years from the initial date of purchase. Warranty for any part in brushed gold or matte black finish shall be limited to one (1) year.

Ratel extends this warranty to the original purchaser by Ratel or an authorized Ratel dealer for personal household use of the product in its original location. The warranty is non-transferable.

If the faucet is used in public space, for commercial, industrial, or institutional purposes, or is installed outside of the Americas, Ratel warrants the faucet for two (2) years, any part in brushed gold or matte black finish for one (1) year from the initial date of purchase, with all other terms of this warranty applying except duration.

Ratel will, at its equal value election, repair; replace this product or any part of this product if it confirms that the product is defective in materials or workmanship under normal use and maintenance. Ratel is not responsible for expense of normal maintenance, removal, installation, labor charges, or other incidental or consequential costs. In no event shall the liability of Ratel exceed the purchase price of the product.

Proof of purchase (original sales receipt) must be provided to Ratel with all warranty claims.

Restrictions

This warranty does not extend to products previously used as display models or products that have been modified or repaired by anyone else but Ratel unless approved by Ratel.

This warranty does not cover the defects or damage arising from shipping, installation, alterations, accidents, abuse, misuse, improper maintenance and use of other than Ratel replacement parts, in all cases whether caused by contractor, service company, the owner or any other person.

Avoid using cleaning products containing calcium hypo chlorine, scouring powders. Avoid using abrasive pads, steel wool, or wire brushes, as these will damage and wear down the finish. Gloss reduction, scratching, staining and acid or alkaline etching of the finish over time due to use, cleaning practices or water or atmospheric conditions, are not manufacturing defects but are indicative of normal wear and tear.

Responsibility for compliance with local code requirements are excluded from this warranty.

This limited warranty gives you specific legal rights. You may have other statutory rights that vary from state to state; in which case this limited warranty does not affect such statutory rights.