



# Allora USA Commercial Sinks Limited Warranty

Allora USA offers a 10-year warranty to commercial buyers for multi-family residential applications, starting from the original purchase date. In this warranty, "multi-family residential application" refers to the sink being bought from Allora USA by a purchaser who owns but doesn't reside in the dwelling where the sink is initially installed (e.g., rented single unit, multi-unit home, condominium, apartment, or community living center).

The following installations are not considered multi-family residential applications, are excluded from this 10-year warranty and are subject to the 5-year warranty: industrial, institutional, or other business premises, such as dormitories, hospitality venues (hotel, motel, extended stay locations), airports, educational facilities, long- or short-term healthcare facilities (hospital, rehabilitation center, nursing home, assisted living, or staged-care living units), public spaces, or common areas.

Waste fittings and accessories are covered by a warranty for a period of 1 year from the date of purchase.

## **Additional Warranty Conditions on Sinks**

Our warranty excludes coverage for product failure or damage resulting from the use of optional accessories, abusive treatment, misuse, environmental factors, normal wear (including dents and scratches), improper care and cleaning, use of aggressive and abrasive cleaners, damage due to handling, or failure to comply with the recommended procedures for installation, care, and maintenance as detailed in the installation and care guide provided with every sink. This warranty is extended solely to the original consumer purchaser of the product.

This warranty does not cover shipping costs, labor costs, or any other charges for items such as the installation or replacement of the sink, diagnosis or replacement of any faucet or component part, or any other expenses or losses. Additionally, this warranty does not apply to obsolete, discontinued, or display products, whether such items are purchased at discount outlets and/or online or sold on clearance or closeout.

All incidental or consequential damages are specifically excluded. No additional warranties, whether express or implied, are given, including but not limited to any implied warranty of merchantability or fitness for a particular purpose.

Some states may not allow the exclusion or limitation of incidental or consequential damages or impose limitations on the duration of an implied warranty, so the above limitations or exclusions may not be applicable to you.

This warranty affords you specific legal rights, and you may also have other rights that vary from state to state.

The above protection will continue for 10 years.

## **To Obtain Service Under Warranty**

### **Write to:**

Allora USA Manufacturing Company  
Attention: Customer Care  
22713 Commerce Center Ct. Suite 140  
Dulles, VA 20166

### **Include a letter containing the following information:**

- Date of purchase and installation.
- Proof of Purchase (copy of original dated invoice)
- Description of nature of defect.
- Model number or description of model and/or component part if possible.

---

**Address:** 22713 Commerce Center Ct.  
Suite 140 Dulles, VA 20166

**Office:** (571) 291-3484

**Fax:** (571) 291-3482

**Sales:** sales@allorausa.com

**Customer Service / Technical Assistance:**  
customerservice@allorausa.com

**Hours of Operation:** Monday-Friday 8:00 am – 4:00 pm EST