

Allora USA Residential Stainless Steel Sinks Limited Warranty

Allora USA provides a warranty to the original purchaser of an Allora USA stainless steel sink, stipulating that Allora USA, at its discretion, will replace or repair the product free of charge if it fails due to a manufacturing defect during normal residential use within the initial year from the date of purchase. It is important to note that product replacement does not encompass transportation costs or labor installation costs. This warranty is specifically applicable to stainless steel self-rimming top mount sinks installed in a conventional countertop surface and stainless steel undermount sinks installed in a conventional solid surface countertop, and it is valid for residential installations exclusively. Allora USA retains the right to inspect the product in question and its installation before proceeding with a replacement.

Waste fittings and accessories are covered by a warranty for a duration 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 outlined in the provided installation and care guide for each sink. This warranty is extended solely to the original consumer purchaser of the product.

Shipping costs, labor costs, or any other charges related to the installation or replacement of the sink, diagnosis or replacement of any faucet or component part, or any other expenses or losses are not covered by this warranty. Additionally, this warranty does not apply to obsolete, discontinued, or display products, whether purchased at discount outlets and/or online, or sold on clearance or closeout.

All incidental or consequential damages are expressly excluded. No additional warranties, whether express or implied, are provided, 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 aforementioned restrictions or exclusions may not be applicable to you.

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

The above protection will continue for 1 year.

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:

customerser vice@allorausa.com

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