

WARRANTY

Novatto products have been made under the highest standards of craftsmanship and quality. Due to the natural character of our handcrafted copper products and artisan process, variations in dimensions, color, surface, hue, hammering uniformity and finishes are expected and not considered defects. These variations are more evident in our “natural finish” where some pieces will have variable areas of more black or brown. Novatto offers no warranty with respect to the finishes on the copper products, as the living finishes naturally change over time. Novatto’s copper sinks offer a warranty for defects in workmanship and/or materials for all of our collections when the product was purchased through an authorized Novatto dealer.

Under no circumstance will Novatto or Novatto Inc. be held responsible for any damage as a result during or after product installation. We will not be responsible for any labor or installation charges, or any other expenses associated with a defective product. Novatto’s only responsibility is the replacement, exchange, or repair of a defective product.

If you believe you have a warranty claim, contact Novatto, either through your local Dealer, Plumbing Contractor, Home Center, or by writing: Novatto, Inc., Attn.: Product Support, 3533 E. Corona Ave., Phoenix, AZ, 85040, USA. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, color, finish, the date the product was purchased and from whom the product was purchased. Also include your original invoice. For other information, or to obtain the name and address of the service and repair facility nearest you, email: support@novattoinc.com or write to the above address.

Get the most out of your Novatto sink by registering!

By registering, you verify Novatto product’s warranty. Plus you will receive helpful tips and product information, learn of special events and much more.

Since copper is a living material each piece is unique and one of a kind. Due to the unique handcrafted art of Novatto’s copper products, the tolerance in size of our sinks is +/-0.5” and for our bathtubs it is +/-1.0”. To be sure Novatto’s product fits perfectly in your home; we recommend purchasing the product first and fabricate according.

Warning: Do not use corrosives such as chlorine, vinegar, abrasive cleaners, copper cleaners, and citric acids like lemon or orange juice, harsh chemicals or anything with ammonia or acid. These substances may remove the patina finish of a copper sink. However, if an acidic product removes some of the patina, do not worry the patina will return over time due to its living properties.

Need more help?

Feel free to contact our technical support anytime at 844.404.4242 or email us at: productsupport@novattoinc.com. More information is also available at: www.NovattoInc.com.



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Novatto | P: 884.404.4242
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