



VIRTU USA Corporate Office  
12752 Monarch St.  
Garden Grove, CA 92841  
Tel: 714.892.6800  
Fax: 714.892.6809

## WARRANTY

### **BATHROOM VANITIES:**

VIRTU USA offers the following limited warranty on each of its Vanity products (the "Product") and the components thereof. This warranty extends only to the original owner or end-user for personal household use. This warranty is void if the product has been moved from its initial place of installation. For commercial uses, additional limitations apply.

VIRTU USA warrants the Product to be free from defects in workmanship and materials under normal use and service for a period of two (2) years from the initial date of purchase by the owner or end-user, contractor, or builder, from VIRTU USA or an authorized VIRTU USA dealer unless otherwise noted.

Subject to the warranty service provision below, any product reported to the authorized dealer or to VIRTU USA as being defective within the warranty period will be repaired, replaced (with a product of equal value) or refunded at the discretion of VIRTU USA. This warranty extends to the original owner or end-user and is not transferable to a subsequent owner.

Neither the distributor, authorized VIRTU USA dealer, nor any other person has been authorized to make any affirmation, representation, or warranty other than those contained in this warranty. Any affirmation, representation, or warranty other than those contained in this warranty shall not be enforceable against VIRTU USA or any other person.

VIRTU USA reserves the right to modify this warranty at any time, it being understood that such modifications will not alter the warranty conditions applicable at the time of sale of the products in question.

This warranty shall not apply to instances of incorrect operating procedures, breakages, or damages caused by fault through improper installation, carelessness, abuse, misuse, misapplication, improper maintenance, or alteration of the Product, as well as chemical or natural corrosion, accident, fire, flood, an act of God, or any other casualty. Avoid abrasive cleaners, steel wools, and harsh chemicals as these will scratch, damage, and / or dull the product and / or finish and void this warranty. The owner/end-user of the Product covered by the present warranty is entirely responsible for its proper installation and any applicable plumbing. VIRTU USA neither installs nor supervises the installation nor hires a contractor for this purpose; consequently, VIRTU USA cannot be held responsible for any default, breakage, or damages caused thereby or resulting thereof, either directly or indirectly.

The owner/end-user must provide access to the components of the Product as described in the installation guide so that VIRTU USA can execute the warranty specified herein. If such access is not available, all expenses to provide said access will be the responsibility of the owner/end-user. This warranty does not apply to local building code compliance. The owner/end-user should check with the local related plumbing codes before installation.

This warranty does not apply to Products that have not been installed or operated in accordance with instructions supplied by VIRTU USA and all applicable rules, regulations, and legislation pertaining to such installations.

This warranty does not apply unless the VIRTU USA Product is installed by fully insured licensed professionals. VIRTU USA strongly recommends that such licensed professionals have experience in the installation of bathroom products. Installation of certain products, including, without limitation, glass products (i.e., glass countertops glass sinks) by an inexperienced person may result in glass breakage and, consequently, cause personal injury or death.

WARRANTY

VIRTU USA is not liable for personal injuries or deaths to any persons or for any direct, special, incidental, or consequential damage, loss of time, loss of profits, inconvenience, incidental expenses, labor or material charges, or any other costs resulting from the use of the product or equipment or pertaining to the application of the present warranty, or resulting from the removal or replacement of any product or element or part covered by this warranty. Except as otherwise provided above, VIRTU USA makes no warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose or compliance. In any case, VIRTU USA cannot be held liable for any amount over and above the purchase price paid for the Product by the owner/end-user, contractor, or builder.

Virtu USA products are made of naturally variable raw materials. Differences in grain character and color among wood and plant species and stones and minerals are naturally occurring variations and are not within the control of the manufacturer nor considered defects under this warranty. Natural color changes, variations, or movements in lumber or veneer products, and exposure to extreme temperature changes and direct sunlight, may cause color changes and/or surface damage and are not covered by this warranty.

All wood naturally ages, darkens, changes in color, and mellows over time due primarily to exposure to light. While this color change is imperceptible from day to day, it may be significant over a longer period of time, or due to amount of light the wood is exposed to. On warranty replacement doors or drawers, we will not guarantee an exact color match. Imperfections such as checks (small surface splits), pitch pockets (small dark holes) or darker mineral streaks are natural and are not considered defects.

Surface characteristics of natural stones may vary from each slab. Color variations in stone are a natural occurrence. Natural veining, crystal lining and local crystallization are common characteristics of natural stones. For this reason, new and/or replacement pieces may not match display samples and/or existing pieces. Natural occurring stone characteristics such as variation in grain, color, mineral streaks are not considered defective product. In addition, all VIRTU USA vanities are handcrafted. Each product may vary slightly in size and color within an acceptable industry tolerance.

Due to the manufacturing process, tempered glass will tend to have a greenish tint. This is a natural feature and is not considered a defect. As a result of the tempering process or otherwise, color variation in glass may occur in certain products.

### **FAUCETS:**

VIRTU USA's offers limited lifetime warranty on the faucets for all defects in materials and manufacturing. Products must be purchased from an authorized VIRTU USA dealer. This warranty starts on the original purchase date and is only offered to the original purchaser and applies to the original installation of the product. This lifetime warranty is void if the product has been moved from its original installed site or if the ownership of the product has changed.

Products must be installed by a licensed contractor. Incorrectly installation, damages due to negligence, misuse, abnormal usage, thermal shocks, dirt, lime scale, scuffs, scratches, exposure to marine areas, normal wear and tear, cigarette burns, fire, natural disasters and other accidents of similar nature are not covered under this warranty. Any alterations to the products or use of other than genuine VIRTU USA replacement parts will automatically void the warranty, unless otherwise approved an authorized by VIRTU USA representative.

VIRTU USA reserves the right to repair, replace or refund the product. For replacements, a product of equivalent value will be exchanged with the defective or damaged product. Any labor costs and other expenses arising from the replacement of a VIRTU USA product are not covered by the warranty. In no event will VIRTU USA be liable for the cost of repair or replacement of any installation materials. All claims must be filled directly with VIRTU USA.

This warranty excludes all industrial, commercial and business usage, of faucets whose purchasers are hereby extended a 5-year limited warranty from the date of purchase with all other terms of this warranty applying except for the duration of the warranty. Local building codes may vary. Be sure to check with

## WARRANTY

**STONE VESSEL SINKS:**

VIRTU USA's warranty on the Stone Vessel Sink covers all defects in materials and manufacturing for a full Lifetime. Products must be purchased from an authorized VIRTU USA dealer. This warranty starts on the original purchase date and is only offered to the original purchaser and applies to the original installation of the product. This lifetime warranty is void if the product has been moved from its original installed site or if the ownership of the product has changed.

Products must be installed by a licensed contractor. Incorrectly installation, damages due to negligence, misuse, abnormal usage, thermal shocks, dirt, lime scale, scuffs, scratches, exposure to marine areas, normal wear and tear, cigarette burns, fires, natural disasters and other accidents of similar nature are not covered under this warranty. Any alterations to the products will automatically void the warranty, unless otherwise approved an authorized by VIRTU USA representative.

VIRTU USA products use natural materials with slight color variances. These behaviors of natural materials are not covered under this warranty. VIRTU USA reserves the right to repair, replace or refund the product. For repairs, VIRTU USA will send an authorized specialist to repair the product on site. For replacements, a product of equivalent value will be exchanged with the defective or damaged product. Any labor costs and other expenses arising from the replacement of a VIRTU USA product are not covered by the warranty. In no event will VIRTU USA be liable for the cost of repair or replacement of any installation materials. All claims must be filled directly with VIRTU USA.

This warranty excludes all industrial, commercial and business usage, of faucets whose purchasers are hereby extended a 5-year limited warranty from the date of purchase with all other terms of this warranty applying except for the duration of the warranty. Local building codes may vary. Be sure to check with a local building contractor or plumber to ensure compliance before installation.

In addition to the above conditions and limitations, VIRTU USA is not responsible for loss of use or profit under any circumstances. If the product is used as a display, the warranty period begins when the product is placed on display. This warranty gives the owner/end-user specific legal rights. The owner/end-user may also have other rights which can vary from one state or province to another.

VIRTU USA reserves the right to repair, replace or refund the product. For replacements, a product of equivalent value will be exchanged with the defective or damaged product. Any labor costs and other expenses arising from the replacement of a VIRTU USA product are not covered by the warranty. In no event will VIRTU USA be liable for the cost of repair or replacement of any installation materials. All claims must be filled directly with VIRTU USA.

In order to obtain service provided under this warranty during regular business hours, contact VIRTU USA directly. VIRTU USA will provide the warranty service described above when the following conditions have been met: the failure is of the nature or type covered by the warranty; the user has informed an authorized VIRTU USA's warranty service department representative of the nature of the problem during the warranty period; conclusive evidence (e.g., proof of purchase or installation) is provided to the foregoing by the user proving that the failure occurred or was discovered within the warranty period; an authorized independent service person or company representative has been permitted to inspect the product during regular business hours within a reasonable time after the problem was reported by the user. VIRTU USA's warranty obligation shall be discharged upon tender of replacement or repair. The customer's refusal to accept the tender terminates VIRTU USA's warranty obligations.

Buyer's Name: \_\_\_\_\_

Buyer's Signature: \_\_\_\_\_ Date: \_\_\_\_\_