

Each product is handmade and unique. The product you receive may be slightly different from the product you see on the website pictures. Material changes are a natural part of the concrete process.

Warranty Period

Item	Residential Warranty	Commerical
Cove Surface Concrete Basins	5 Year Warranty on Structure 1 Year Warranty on Finish	1 Year Warranty on Structure

The Warranty will be offered only if we are satisfied that the loss or damage was due to a structural defect in the product or part prior to installation, as detailed in the accompanying table. The exact remedy offered will be chosen by us at our discretion.

Warranty Exclusions

Unlicensed Installation: Products not installed by a licensed tradesperson or in violation of the installation guidelines.

Inadequate Care: Goods not maintained in accordance with our Care Guide or that have been accidentally damaged.

Improper Cleaning: Damage caused by using cleaning agents other than warm water, multi-purpose non acidic cleaner, and a clean cloth.

Over-Tightening of Waste: Cracks resulting from over-tightening the waste will void the warranty, along with any issues stemming from this action.

Coating Failure: The Cove Sealer coating becomes void of warranty immediately if compromised by scratching, heat, chemicals, chipping, dropping, accidents, improper installation.

Defects by Third Parties: Defects attributable to installation, modification, cleaning, or repair made by any party other than the manufacturer.

Extended Water Exposure: Products filled with water and left for more than 8 hours.

Thermal Shock: Thermal shock occurs when a hot object is left on the concrete basin for an extended period, causing the potential for damage. Please note that damage resulting from thermal shock is not covered under our warranty.