



## PRODUCT WARRANTY

### Product Warranty:

- All Eden Bath™ sinks purchased after January 1, 2011 have a one-year limited warranty unless otherwise specified. Eden Bath™ faucets and accessories purchased after January 1, 2011 have a three-year limited warranty unless otherwise specified. Any Eden Bath™ products purchased before January 1, 2011 have a one year limited warranty.
- Products must be inspected immediately upon receipt and any items damaged in shipping must be reported within 48 hours of receipt. Claims made after this 48-hour window may be denied.
- All Eden Bath™ products are warrantied against cracking, warping and manufacturer defects.
- Warranty does not cover cracking of sinks by thermal shock (quick temperature changes from hot to cold and vice versa).
- Warranty does not extend to items that are physically damaged under abnormal operating conditions as a result of misuse.
- Warranty does not extend to items that are damaged due to improper installation.
- Warranty does not extend to items that are damaged due to use of improper cleaning products/supplies.
- Warranty does not cover labor or installation costs for the installation or un-installation of any product.
- Warranty does not extend to faucet finishes or damage to fixture finishes.
- Warranty on copper sinks does not apply to changes in the finish due to the natural process of copper that patinas.
- Warranty on copper sinks applies to the structure only, not the finish. Leaving acidic foods, chemicals, cleaning products etc. can remove the finish.
- Warranty covers cost of shipment of repaired/replaced items/parts to US destinations only. The customer is responsible for shipping costs for the repaired/replaced item that are in excess of US shipping costs as well as any taxes, duties and brokerage fees on the repaired/replacement item returned to the customer.
- Items covered under warranty will be fixed or replaced or replacement parts will be sent. The customer is responsible for shipping the item(s) back to Eden Bath and Home Group, if needed.

### To Make a Warranty Claim:

- Any product warranty claim must have a pre-approved RMA number. To make a warranty claim, you MUST fill out the online form located at [www.EdenBath.com/rma.asp](http://www.EdenBath.com/rma.asp). Supporting pictures/videos/documentation can be sent to [sales@edenbath.com](mailto:sales@edenbath.com).
- Once the Warranty Claim RMA is approved, you will receive an email with instructions and the address for return. FAILURE TO COMPLETE PROPER CLAIM PROCEDURE WILL RESULT IN A REFUSED SHIPMENT.

### Disclaimer:

- By purchasing and installing Eden Bath™ products, you agree that Eden Bath™ & Eden Bath and Home Group, its employees and affiliates cannot be held responsible for any accidents, liabilities, misuse of products or damage caused. Eden Bath™ & Eden Bath and Home Group cannot be held responsible for discrepancies, or inconsistencies that may occur due to manufacturing changes.