

Stainless Steel Sinks Warranty Informaiton

Premier Faucets Limited Lifetime Warranty Information

Premier faucets are manufactured under the highest standards of workmanship. All parts of the faucet are warranted to be free from leaks or drips during domestic use for as long as the original consumer purchaser owns this product. This excludes industrial, commercial, or business use. Premier will replace free of charge, under the warranty conditions, the entire unit or any part (at our option) which proves defective in material and/or workmanship under normal installation, use, and service. This warranty is limited to defective parts as stated. Additional labor charges and/or damage incurred in installation, repair or replacement, as well as incidental and consequential damages, therewith are excluded. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation of incidental damages may not apply to you. Any damage to this faucet as a result of misuse, abuse, neglect, accident, improper installation, Acts of God, or any use violating instructions furnished by us, will void this warranty. To obtain warranty service, please return faucet and sales receipt to place of purchase.

CONCEALED FREIGHT DAMAGE

Damage that is found after the driver has left and was not notated on the delivery receipt is concealed damage. **Replacement costs will apply on all concealed damages.** It is your

responsibility to inspect the entire shipment before the driver leaves. Failure to do so releases Royal Plus USA Inc. from all liability. If concealed damaged is discovered Royal Plus USA Inc. must be notified within 24 hours of delivery (excluding weekends). We require that all original packaging materials including the carton and any foam contained therein be retained until we advise you it may be discarded. You are encouraged to take photographs of the outer and inner packaging as well as the damaged product.

Creases, dents, tears and punctures are all considered damage and should always be notated on the delivery receipt. Every package should be opened and inspected before the driver leaves.

If you signed for the carton without notating any damage on the delivery receipt you have signed the goods as "Free and Clear." ***A notation of "Subject to Inspection" or "Possible Damage" on the delivery receipt is not acceptable***

and is viewed the same as if it were signed clear. If damage is not specifically notated on the delivery receipt, the delivering freight line will not accept responsibility for the damage. That means that we will not be reimbursed for the damaged merchandise and freight charges; *therefore, we can not provide replacements to you free of charge.*

You will be responsible for any replacement costs.

We advise all customers to carefully read our policies which contain information on what to do if your shipment is damaged and outlines our procedures for resolving the situation. Our policies are directly impacted by freight companies as we have to follow their rules and regulations when submitting a damage claim.

Damages that occur in transit are unfortunate and we do sincerely apologize. Our guidelines are in place to protect everyone involved and help to expedite the process of sending replacements as quickly as possible.

If you have any questions regarding this or other policies, please call 1-877-477-7872 or e-mail info@royalplususa.com

