

Sustainable Solutions

Caroma Warranty Policy May 2019

Caroma guarantees its product for a period of 2 years (24 months) as follows:

1. Caroma products are covered by warranty for materials and workmanship only, (subject to any province or state laws). Caroma shall not be liable for any loss, damage, expense or inconvenience of any kind incurred, sustained or suffered by any purchaser as a result of any defect or default in the Caroma product to which this warranty relates. In particular (but not as to affect the generality of the foregoing), Caroma shall not be liable for any loss, damage, expense, or inconvenience arising from:
 - a) the faulty installation of this Caroma product;
 - b) the combination, integration, or operation of this Caroma product with product not manufactured by Caroma, for the purpose of forming a toilet suite;
 - c) where goods are used or adapted for a purpose for which they are not designed.
2. Caroma shall not be liable to replace any defective or faulty good pursuant to Clause 1 of this warranty unless the purchaser proves to the satisfaction of Caroma that the goods were defective or faulty at the time when delivery was taken of them. Proof of purchase will be required prior to inspection.
3. No warranty condition, description or representation on the part of Caroma is given or implied by this After Sales and Service Information Sheet and any warranty condition description or representation as to the state of quality or fitness for any purpose of the goods, whether expressed or implied by virtue, is hereby expressly excluded.
4. Statutory rights may vary from state to state or from province to province, in which case this warranty will not affect such statutory rights.
5. Should service be required it is requested that a claim be made through the dealer or contractor from where the product was purchased.



Sustainable Solutions International
8395 Riverbend Court. Burnaby, British Columbia V3N 5E7 Canada
Toll Free: 800-460-7019 Fax: 604-430-5050 www.sustianablesolutions.com
help@sustianablesolutions.com