

Sustainable Solutions

SSI Toilet Warranty Policy September 2019

Sustainable Solutions warrants its SSI products to be free from manufacturing defects in material and workmanship to the original purchaser and in the original installation location for a period of 10 years. Tank inlet and outlet seals and seats are warranted for a period of 2 years. If a defect is found in normal residential use, Sustainable Solutions will, at its election, repair, provide a replacement part or product, or make the appropriate adjustment.

SSI products are covered by warranty for materials and workmanship only, (subject to any province or state laws). Sustainable Solutions 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 SSI product to which this warranty relates. In particular, Sustainable Solutions shall not be liable for any loss, damage, expense, or inconvenience arising from:

- the faulty installation of this SSI product;
- the combination, integration, or operation of this SSI product with product not manufactured by SSI, for the purpose of forming a toilet suite;
- where goods are used or adapted for a purpose for which they are not designed.

Sustainable Solutions 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 Sustainable Solutions 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.

Sustainable Solutions reserves the right to examine the product in question and its installation prior to replacement. This warranty is limited to replacement of defective parts only. Damage to a product caused by accident, improper installation, misuse or abuse, improper care of finishes, hard water or mineral deposits, chloramines or high concentration of chlorine, lime/iron sediments and/or other minerals not removed from public water during the treatment of public water supplies or caused by toilet tank type cleaners containing chlorine or calcium hypochlorite, potassium or salt-based water softener systems or exposure to corrosive materials is not covered by this warranty. Improper care and cleaning will void the warranty, (such as use of abrasive or caustic cleansers). All labor for uninstalling and reinstalling and transportation costs or charges incidental to warranty service is to be borne by the owner. Replacement parts can be obtained from your local dealer or directly from the Sustainable Solutions Distribution Centre. Dated proof of purchase must accompany all warranty claims. This warranty applies only to SSI products installed in the United States of America, Canada or Mexico (North America).

Statutory rights may vary from state to state or from province to province, in which case this warranty will not affect such statutory rights. Should service be required it is requested that a claim be made directly to Sustainable Solutions.

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