

Warranty

Guarantee of Product — North America

TWO-YEAR LIMITED WARRANTY

PLEASE READ CAREFULLY AND RETAIN FOR YOUR RECORDS

CAROMA plumbing products are warranted to be free of defects in material and workmanship for two years after their initial purchase. This limited warranty applies only to the original purchaser and installation of these products. In the event of a limited warranty claim, proof of purchase from an authorized reseller will be required – save sales receipt.

Sustainable Solutions International (SSI) will, at its election, repair, replace or make appropriate adjustment where our inspection discloses any such defects occurring in normal usage within two (2) years after purchase. SSI is not responsible for labor costs including but not limited to removal or installation costs or shipping costs. Warranty parts may be picked up at SSI offices and warehouses. Use of in-tank toilet cleaners will void the warranty.

This limited warranty is void if the product has been moved from its initial place of installation; if it was not installed in accordance with SSI's instructions; or if it has been used or modified in a manner inconsistent with the product as shipped by SSI or adapted for a purpose for which it was not designed or for improper use, abuse or neglect of or accidental damage to the product. Standard product maintenance such as periodic seal replacement is not considered a defect and is the responsibility of the purchaser. This limited warranty does not cover deterioration caused by normal wear and tear.

CARE OF VITREOUS CHINA: To preserve the glazed surface, all Caroma vitreous china products should be cleaned only with mild household detergents or warm soapy water. Use of any abrasive cleaners in the tank or bowl can damage the glazing and will void the limited warranty. Damage to the finish or performance of any components caused by the use of cleaning solvents/chemicals or improper cleaning methods, (including in-tank bowl cleaners) will also void all warranties. SSI shall not be responsible or liable for any failure or damage to its toilet tank trim, internal fittings or china products caused by the use of chloramines or high concentration of chlorine, lime/iron sediments and/or other minerals not removed from public water supplies.

WARRANTY CONTACT INFO

For service under these warranties, it is suggested that a claim be made through the contractor or dealer from or through whom the product was purchased, or that a service request (including a description of the product model and of the defect and a copy of the sales receipt) be sent to the following address:

SSI Sustainable Solutions International
8395 Riverbend Court
Burnaby BC. V3N 5E7
Attention: Warranty Request
Toll Free Telephone: 1-800-460-7019

Implied warranties including that of merchantability and fitness for a particular purpose are expressly limited in duration to the duration of this warranty. SSI and/or seller disclaim any liability for special, incidental or consequential damages. SSI 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.

Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state/province to state/province.



SSITM
SUSTAINABLE
SOLUTIONS
INTERNATIONAL

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