



# **D&B BATHWARE WARRANTY POLICY**

# CONGRATULATIONS!!

## Thank You for choosing D&B Bathware Products

Our team has been committed to providing high-quality products & attentive service, we hope to get your satisfaction. Our products are designed as per international standards to provide you with the highest level of quality & trouble-free usage.

All D&B products are warranted against any defect in manufacturing or faulty workmanship for the period mentioned below beginning from the invoice date of purchase.

Warranty includes repairing defective products/parts and does not apply to damage resulting from normal wear & tear, abnormal use, misuse, abuse, neglect, or accident.

| PRODUCTS   | WARRANTY PERIOD |                |
|--|-----------------|----------------|
|  | RESIDENTIAL USE | COMMERCIAL USE |
| ALL FAUCETS (TAPS, DIVERTERS, THERMOSTATS, BASIN, KITCHEN) | 10 YEARS        | 5 YEARS        |
| SHOWERS (RAIN SHOWERS, BODY SHOWERS)                       | 5 YEARS         | 2.5 YEARS      |
| HAND SHOWERS, HOSES & TOILET SPRAY HEALTH FAUCETS          | 1 YEAR          | 6 MONTHS       |
| ALL SENSORS, LED, ELECTRONIC CIRCUITS, ELECTRIC ASSEMBLE   | 1 YEAR          | 6 MONTHS       |
| ANY KIND OF BATTERIES                                      | NIL             | NIL            |
| SURFACE DAMAGE DUE TO LIME & HARD WATER                    | NIL             | NIL            |
| VITREOUS CERAMIC   | 12 YEARS        | 6 YEARS        |
| IN WALL TANK   | 12 YEARS        | 6 YEARS        |
| FLUSHING FITTINGS & FACEPLATE                              | 2 YEARS         | 1 YEAR         |
| TOILET SEAT COVER  | 2 YEARS         | 1 YEAR         |

Cleaning of aerators is mandatory at regular intervals for the perfect flow of water from the fittings.

Do not use harsh cleaning agents & acids to clean your fittings.

All mixers, faucets & showers are included with a mesh sieve to prevent dirt & foreign particles. The presence of the sieve must be ensured during installation.

# Terms & Conditions:

1. Customers are requested to keep their warranty card & invoice safe.
2. For all the units installed beyond the municipal limits of the jurisdiction of the company service Center/authorized service associate, the expenses incurred with regards to deputing the service personnel towards & for travel, conveyance & other incidental will be borne by the customer
3. The company & its authorized service center reserves the right to retain any part or components replaced at its discretion in the event of a defect noticed in the product during the warranty period.
4. In case of any damage to the product/customer abuse/misuse detected, the warranty conditions are not applicable & repairs will be done subject to the availability of parts & on a chargeable basis.
5. This warranty is not valid and ineffective if the products are not installed according to the instruction manual, the product is found tempered/misused, any warranty norms are violated, the customer is unable to produce a copy of the invoice at the time of service visit, the breakdown is not arising out of manufacturing defect, but due to external reason such as water impurities, masonry, electrical, plumbing error, water hardness beyond permissible limits, inadequate or excessive water pressure, non-usage of product for more than 6 months, usage of abrasive cleaners, ammonia, bleach, acid, wax, alcohol, solvent or any other non recommended items on product, or improper care and cleaning of the product.
6. While the company will make every effort to carry out repairs at the earliest, it however is made expressly clear that the company is under no obligation to do so in a specified time.
7. The warranty shall not cover any consequential or resulting liability, damage, or loss to property or life arising directly or indirectly out of defects in the D&B products. The company's obligation under this warranty shall be limited to repair or providing replacement of defective parts only under the warranty period.
8. The warranty does not cover the installation of the product purchased.
9. The warranty does not cover components like washers, rubbers, springs & other plastic items.
10. Internal and external cleaning of the products, such as in-wall tank, drain and drain plugs, aerators, shower nozzles, and faucet finishes are not covered under the D&B warranty
11. Warranty does not cover defects caused by improper use, as determined by the service personnel, dealer & company.
12. In the event of any repairs/replacement of any parts of the product, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/replacement of parts including the transit of the product or its parts or any period during which the product has not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted
13. Warranty does not cover defects caused by the natural calamities caused by the act of god.
14. The warranty period will start from the date of invoice and shall automatically terminate upon the expiry of the warranty period even if the product has not been installed after purchase or has not been in use for any part or whole of the warranty period for any reason whatsoever.
15. Doorstep service will be restricted to fixed units, please contact your purchase dealer for the other issues along with the warranty card
16. In case of conflict of opinion, the final decision should be vested with the D&B company.
17. In case of any dispute, this warranty is subject to Delhi jurisdiction only