

Faucets & Drains

Tru Faucets warrants its faucets and finishes, under normal use, to be free from defects in materials or workmanship, leak and drip free, for a limited period of two years from date of purchase. Tru Faucets will provide, at its sole discretion, replacement part(s) or product to replace those which have proven defective in materials or workmanship. If the product is no longer available, a comparable product will be provided. This Limited Warranty is nontransferable. Proof of purchase and the original receipt from the original consumer purchaser is required. Shipping charges may apply on any replacement parts.

Defects or damage caused by the use of other than genuine Tru Faucets replacement parts will void this Limited Warranty. This warranty is extended to the original consumer only, and excludes product damage due to installation error, product abuse, or product misuse, whether performed by a contractor, service company, or the consumer. Limited Warranty excludes damage due to normal wear and tear, harsh air or water conditions, or abrasive cleaners and/or materials. Warranty on finish does not cover improper maintenance.

Limited Warranty excludes all well water systems, commercial and business usage, whose purchasers are hereby, extended a one-year Limited Warranty.

In no event shall the responsibility of Tru Faucets exceed the purchase price of the faucet. This Limited Warranty does not cover labor charges incurred and/or damages sustained in installation, repair or replacement, nor incidental or consequential damages. This warranty gives you specific legal rights, and you may also have other rights which vary from state/province to state/province.

Sinks, Bathtubs & Range hoods

Premier Copper Products sinks, bathtubs & range hoods are warranted to be free of manufacturing defects in material and workmanship for as long the original consumer purchaser owns their home. Any Ventilation Systems purchased through Premier Copper Products are not warranted. Ventilation Systems are warranted through the manufacturer who produces them.

The original dated sales receipt from an authorized dealer is required for any warranty claims. Damage due to installation error, product misuse and improper maintenance are excluded from this warranty. Scratches, stains, hard water deposits, and discoloring that can occur under normal use will not be covered under this warranty.

This warranty does not cover; finish, shipping cost, labor cost and/or damage incurred in installation, repair, or replacement, as well as any other kind of loss or damage. Warranty excludes all commercial and business usage.

Lighting, Tabletops & accessories

Premier Copper lighting fixtures, tabletops, mirrors & all accessories are warranted to be free from defects in material and workmanship for one (1) year from the date of purchase. The original dated sales receipt from an authorized dealer is required for any warranty claims. Premier Copper will, at its discretion, repair, replace or refund the purchase price to the consumer. All costs of installation and removal of the fixture is the responsibility of the consumer. This warranty does not cover fixtures and tabletops becoming defective due to misuse, accidental damage, or improper handling and/or installation and specifically excludes liability for direct, incidental, or consequential damages.

Scratches and stains that can occur under normal use over a period of time will not be covered under this warranty. This warranty does not cover; finish, shipping cost, labor cost and/or damage incurred in installation, repair, or replacement, as well as any other kind of loss or damage. Warranty excludes all commercial and business usage.

HOW TO SUBMIT A WARRANTY CLAIM:

Please note: light spots that may appear on your copper are not a valid warranty claim.

Please refer to the CARING FOR LIGHT SPOTS section or call customer service at (877) 251-4486 for help with all copper care questions, thank you!

Warranty Claims for all Premier Copper Products and Tru Faucet Products may be submitted via email to: warranty@premiercopperproducts.com

For all forms of submittal, please provide the following information:

- 1) Provide the name/description of the product you are submitting the claim for.
- 2) Thoroughly explain the defect/problem. The more details the better we can assist you.
- 3) Provide your proof of purchase, e.g., Company product was purchased from, the date of purchase & order number(s)
- 4) Your name, address, phone number and email address.
- 5) Submit images and/or video of the issue you are experiencing.

Once you have submitted your claim, you will be contacted within 3 business days.