

# WARRANTY POLICY

## Coverage Details & Filing a Claim

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### THOMPSON GUARANTEE: LIFETIME WARRANTY

We take pride in the craftsmanship of our products and want you to enjoy them every day, year after year. That's why Thompson stands behind our products with a lifetime warranty against manufacturing defects for normal use.

If your Thompson product fails due to a manufacturing defect, we will, at our discretion, replace it at no cost to you. Please note that this warranty does not cover transportation, installation, or labor costs. Our warranty applies to a wide range of products, including sinks, range hoods, vanities, bathtubs, drains, bottom grids, and accessories. Products should be installed in the manufacturer recommended installation methods. Before approving a replacement, Thompson reserves the right to inspect the product and its installation.

#### Warranty Coverage

*This warranty applies only to:*

1. Products that fail due to a manufacturing defect.
2. Products that remain in their first installation.
3. The original purchaser.

#### Warranty Exclusions

*This warranty does not cover damage or defects resulting from:*

- Failure to follow installation, care, and maintenance guidelines.
- Tarnish or discoloration.
- Dents, scratches, or other signs of normal wear and tear.

### Additional Conditions

Our warranty does not cover product failure or damage caused by misuse, improper care, environmental factors, faulty installation, or natural patina development. This warranty extends only to the original purchaser and does not cover shipping, labor, or any associated costs for installation, removal, or replacement.

We specifically exclude any liability for incidental or consequential damages. No additional warranties, express or implied, are provided. Any implied warranty, including merchantability or fitness for a particular purpose, is limited to the duration of this written warranty. Some states do not allow limitations on warranties or exclusions of incidental or consequential damages, so certain limitations may not apply to you. This warranty gives you specific legal rights, and you may also have other rights depending on your state.

### Need to File a Warranty Claim?

*If you need to make a claim, please contact us:*

- Email: [customerservice@thompsontraders.com](mailto:customerservice@thompsontraders.com)
- Phone: 336-272-3003



Customer Service: [customerservice@thompsontraders.com](mailto:customerservice@thompsontraders.com) or (336) 272-3003.

Thompson reserves the right to make revisions without notice to product specifications.

Visit [www.thompsontraders.com](http://www.thompsontraders.com) to view our full product offerings.