

Our Product Guarantee

Watermark Designs products carry a limited lifetime warranty to the original consumer purchaser to be free from defects in material and workmanship for as long as they own their home.

Parts made of crystal, glass, porcelain, stone, or wood are excluded from this warranty. In addition, all finishes appearing on pop-up assemblies and drains are excluded.

Uncoated polished brass, aged brass, and any other living finish are intended to change over time and are excluded from the finish warranty. Their use in marine and coastal environments should be avoided as these unprotected finishes can be damaged by salt in the air. All copper and gold finishes are warranted for five years from date of purchase from the original purchaser.

Ceramic disc valves for lavatory faucets, tub/ showers, and roman tubs are warranted for as long as the Original Purchaser owns the home. All other valves (balance pressure, thermostatic, etc.) are warranted for two (2) years from date of purchase by the Original Purchaser.

For these guarantees to be valid, owners must ensure their installer thoroughly flushes all lines before installation of our products, thereby avoiding blockage and/or scouring of moving parts by brick dust and debris gathered in the lines during installation. It is also strongly recommended that clients install inline filters or softened water to our products to protect them from similar occurrences during the lifetime of the product. The use of any lead-based acidic curing adhesive, mastic, or plumbers putty will also void the finish warranty. Never install an item until construction is near completion and after workmen have finished treating nearby tile or marble with acid or chemicals; and the room has been painted or stained. Never install an item until the air conditioning or heat has been turned on. This warranty is void for any damages due to misuse, abuse, neglect, accident, improper installation, improper care of finishes, or use of any replacement parts other than genuine Watermark Designs parts.

This warranty is made to the original consumer purchaser in the original installation and is effective from the date of purchase as shown on purchaser's receipt. During the warranty period, Watermark Designs will replace any part, which proves defective in material and/ or workmanship under normal installation, use, and service. Any covered faucet part that fails during the terms of this warranty will be replaced at no charge. Replacement parts can be obtained from your local dealer or distributor or by returning the part to the factory, transportation charges prepaid, to the address indicated here.

This warranty is the exclusive warranty granted by Watermark Designs and is in lieu of all other warranties of merchantability and fitness for a particular purpose and is further limited to defective parts replacement only. Watermark Designs will not be liable for any labor or other expenses or for damages of any kind or nature incurred in connection with the sale, use, or replacement of any defective products or parts or portions thereof. Watermark Designs neither assumes nor authorizes any other person to assume for it any other liabilities in connection with the sale or use of its products.