



Thank You For Choosing Castle Bay Sinks and Faucets

All Castle Bay products undergo a rigorous quality control process. Castle Bay sinks and faucets reflect the true passion for stylish design and high quality craftsmanship. We are confident its dependability and beauty will satisfy you for years to come. Our products bring you comfort and value to your home at an affordable price. "Value for life" is our mission. Castle Bay Sinks stands behind each product and its warranty.

CASTLE BAY LIFETIME LIMITED WARRANTY

Stainless Steel Faucets

Castle Bay Sinks warrants to the original consumer purchaser who purchases this faucet for use in his or her own home that this faucet will be free from defects in material and manufacturing workmanship for a period of ONE year**. Castle Bay warrants the ceramic disk cartridge to be free from manufacturing defects for a LIFETIME to the original purchaser.

** Warranty for mechanical components, hand spray and hoses is ONE year.

THIS WARRANTY IS LIMITED TO REPLACEMENT PARTS ONLY AND DOES NOT COVERED SHIPPING COSTS, LABOR COSTS OR DAMAGE INCURRED IN INSTALLATION, REPAIR OR REPLACEMENT OR ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES WHATSOEVER, NOR DOES IT COVER OR INCLUDE DAMAGES FOR PERSONAL INJURY, PROPERTY DAMAGE OR ECONOMIC LOSS. In no event shall the liability of Castle Bay Sinks Inc. exceed the purchase price of the faucet.

Any damage to this faucet as a result of improper installation, misuse, accident, neglect or any use that violates the instructions furnished by us, WILL VOID WARRANTY IMMEDIATELY. This warranty is only valid to the original consumer purchaser and excludes industrial, commercial, or business use of the product.

Stainless Steel Sinks

Castle Bay Sinks (Canada) Inc. warrants its sink products to be free from manufacturing defects in materials and workmanship under normal usage to all original purchasers. Should your sink prove defective for normal domestic purposes, Castle Bay Sinks will provide a replacement sink of an equivalent model free of charge, but all shipping costs will be the responsibility of the purchaser. All costs of such replacement including labor, installation will be the responsibility of the buyer.

Castle Bay Sinks Inc. will not be liable if the sink has been damaged due to improperly installed, improper maintenance, misuse or negligence, or used for abnormal purposes or commercial

purposes, Note that scratches, stains, chips are excluded from this warranty. Castle Bay Sinks shall not be liable for any inconvenience or expense for material or labour related to removal or replacement of the defective sink; nor for any loss or damage to any person or property resulting from the defective sink. In no event shall the liability of Castle Bay Sinks Inc. exceed the purchase price of the sink.

To Obtain Warranty Parts or Information

Any claims must be made in writing, accompanied by the original proof of purchase (ie. original receipt), and accessories from the original consumer purchaser. All claims should be made initially by email to sales@castlebaysinks.com. The original sales receipt must be retained by purchaser and is the only acceptable proof of purchase.

Return Policy

All returns must first obtain a Return Goods Authorization Number by contacting Castle Bay Sinks. There will be a **25%** re-stocking charge for authorized returns. Castle Bay Sinks will only accept authorized return products in resaleable condition with original packaging and accessories. All authorized returns must be accompanied by the original purchase order along with the Return Goods Authorization Number.

All shipping responsibility including costs, and damages are assumed by sender. If a product is received damaged, the return will not be accepted. Castle Bay reserves the right to limit and refuse any returns at its sole discretion.

Disclaimers

All Castle Bay products must be installed by a licensed professional plumber or contractor to avoid any improper use or installation. Castle Bay makes no representation that products comply with any or all local building or plumbing codes. It is the consumer's responsibility to determine local code compliance.

Modification: **Prices, product specifications, product modifications** are subject to change without notice. Castle Bay reserves the right to change, cancel, re-design products at its sole discretion without liability for the obsolescence of customers inventory stock.