GRANDJOY®

+1 (888) 969-6880
support@grandjoyhome.com

Grandjoy Product Warranty Policy

➤ Warranty Coverage

Grandjoy® products are built to the highest standards of quality. Our warranty covers the following:

Products with Limited Lifetime Warranty

- Shower systems
- Basin faucets
- Bathtub faucets
- Kitchen faucets
- Bidet faucets

For these products, Grandjoy provides a Limited Lifetime Warranty to the original consumer purchaser for as long as they own their home and the product remains installed at its original location.

Products with 5-Year Warranty

- Towel rack sets
- Floor drains
- Handheld shower accessories (sold separately)
- Drains and other bathroom accessories

These products enjoy a 5-year limited warranty from the date of purchase.

***Note:** All warranty periods above apply only to normal residential use. For any Grandjoy products used in commercial settings, a 5-year limited warranty applies regardless of product type.

➤ What We Will Do

If your product develops a defect under normal residential use within the applicable warranty period, Grandjoy will, at its option:

- Repair or replace the defective part or product free of charge.
- Provide necessary replacement components.
- Refund the original purchase price if repair or replacement is not feasible (valid for 30 days from the date of delivery, provided the refund request is submitted within this period).
- Replacement parts may be new or refurbished, at Grandjoy's discretion.

➤ What Is Not Covered

This warranty does **NOT** cover:

- Normal wear and tear (including finish discoloration over time).
- Damage due to misuse, abuse, improper installation, neglect, accident, or alteration.
- Use of non-Grandjoy parts or accessories.
- Improper care and cleaning, including use of abrasive or harsh chemical cleaners.
- Labor charges, removal or reinstallation costs, shipping fees, or incidental/consequential damages.
- Any product sold "as is" or purchased from unauthorized sellers.

➤ Installer and Carrier Responsibilities

- Inspect the product prior to installation; do not install if any damage or defect is found.
- Grandjoy is not responsible for any defects or damages that could have been identified, repaired, or avoided through proper inspection and testing prior to installation.
- Any damage during shipping is the responsibility of the carrier. Upon delivery, the user or installer must inspect for shipping damage and report it in writing to both the carrier and Grandjoy.

➤ Limitations of Liability

- To the maximum extent permitted by law, this warranty replaces all other warranties, express or implied, including warranties of merchantability or fitness for a particular purpose. Grandjoy shall not be liable for any special, incidental, or consequential damages arising from the use or inability to use this product.
- **Note:** Some states, provinces, or countries do not allow such exclusions or limitations, so these may not apply to you. This warranty gives you specific legal rights, and you may have other rights that vary by jurisdiction.

➤ How to Obtain Warranty Service

To make a warranty claim, please contact Grandjoy Customer Support:

support@grandjoyhome.com

+1 (888) 969-6880

Please provide the following information:

- Copy of original invoice
- Model number and description
- Date and place of installation
- Detailed description and clear photos of the defect

Grandjoy will determine if the claim qualifies under warranty and advise next steps, which may include repair, replacement, or refund.