

WARRANTY DESCRIPTION

Thank you for choosing Simpolo. We are committed to delivering quality and care for a truly delightful experience. Simpolo Faucets, when used in standard residential or non-residential commercial settings, are warranted to be free from defects in material and workmanship for the duration specified in the warranty coverage chart below. The warranty period begins on the date of purchase by the original customer.

WARRANTY CHART		
Products Description	For Residential (CP/PVD)	For Commercial (CP/PVD)
	Warranty Period	Warranty Period
Faucets **	10 Years	5 Years
Brass/SS Shower, Hand shower, Bottle trap, shower arm, allied angle valve, internal parts of faucet (Cartridge, Metal Head parts)	2 Years	1 Years
ABS Shower, Shower head, Health Faucet, Bathroom accessories, Connection Hoses	1 Years	6 Months
Sensors, Electronic Circuits, Electrical Assembly	1 Year	6 Months
Consumable parts like Batteries, Screws, Glass	NIL	NIL

** Faucet includes brass body of cocks, diverters, concealed bodies, thermostats, spouts, sensor faucet.

Product Care Instructions & Warranty Terms

Care and Maintenance Guidelines:

Please adhere to the following guidelines to ensure optimal results and maintain the product's finish and longevity. **Any deviation from these guidelines will result in immediate voiding of the warranty.**

- Always test the cleaning solution on a small, inconspicuous area before applying it to the entire surface of the product.
- Do not allow cleaning solutions to remain or soak on the product surface.
- Wipe surfaces clean and rinse thoroughly with water immediately after applying the cleaner.
- For decorative products featuring gold or platinum, use only warm water for cleaning, followed by drying with a soft cloth.
- Use a soft, damp sponge or cloth for cleaning. Never use abrasive materials such as bristle brushes or scouring pads.
- Do not use cleaners containing ammonia, bleach, or acid. Most toilet cleaning products have a high acidic content, acid fumes, which can damage chrome finishes and should not be used on chrome surfaces.
- Rinse thoroughly and ensure the entire surface is wiped dry.
- The ideal cleaning technique is to blot dry any water from metal surfaces. Allowing water to evaporate on metal will result in water deposits. Always use a dabbing action to dry metal - never use abrasive or rubbing motions. Cleaning with a damp sponge and buff drying will help keep your faucet safe.
- The property of water being used is very important for your plumbing installations, as well as for your own hygiene. The hardness of water should not exceed 300-400ppm.
- Never use cleaners containing abrasive substances, ammonia, bleach, acids, waxes, alcohol, solvents, or any products not recommended for any faucet finishes.

WARRANTY DESCRIPTION

Warranty Terms and Conditions:

- (a) During the warranty period, if the Company determines that a defect has arisen due to faulty material or workmanship, the Company or its Authorized Service Franchisee/Representative will, at its sole discretion, repair or replace the defective component or part of the faucet free of charge, subject to the terms and conditions outlined below.
- (b) Only the Company or its Authorized Service Franchisee is authorized to service or repair the product. This warranty is valid only if proof of purchase (original sales receipt) is provided with all warranty claims or requests.
- (c) This warranty does not cover any excise duty, CGST, SGST, or other local taxes applicable to the parts supplied, replacement unit, or repaired during the warranty period.
- (d) The warranty becomes void if:
 - (i) The product is not installed according to standard installation procedures or with standard tools.
 - (ii) The product is found tampered with, misused, or handled improperly.
 - (iii) Warranty conditions are violated.
 - (iv) The original invoice is not produced at the time of the service visit.
 - (v) The defect arises due to external factors such as water impurities, masonry issues, electrical or plumbing faults, water hardness beyond permissible limits, incorrect or fluctuating water pressure, product non-use for more than six months, use of abrasive cleaners, ammonia, bleach, acid, wax, alcohol, solvent, or any non-recommended products, or improper care and cleaning of the product.
- (e) The Company is not responsible for labour charges, installation, or other incidental or consequential expenses. In no event shall the liability of the Company exceed the purchase price of the product.
- (f) Routine maintenance, including cleaning of cartridges, aerators, shower nozzles, or faucet finishes, is not covered under this limited warranty.
- (g) The warranty period commences from the date of invoice and automatically expires at the end of that period, even if the product has not been installed or used during part or all of the warranty period.
- (h) In the event of repairs or replacement of any part of the product, the warranty shall continue only for the unexpired portion of the original warranty period. No extension of the warranty will be granted for the time taken in repairs or transit.
- (i) If components or parts are unavailable for any reason, the Company or its Authorized Service Franchisee is not liable for delays in repair or replacement. If the same model or color is unavailable, the Company or its Authorized Service Franchisee will provide an equivalent replacement model or color.
- (j) Repairs or replacements will be completed within a reasonable timeframe as determined by the Company or its Authorized Service Franchisee.
- (k) The Company may retain any parts replaced during the warranty period.
- (l) For faucets sold in India, only this warranty document is applicable. The Company's decision on warranty matters is final and binding. All disputes are subject to the exclusive jurisdiction of the courts at Ahmedabad.
- (m) Please note that gloss reduction, scratches, staining, and acid or alkaline etching over time due to usage, cleaning practices, or environmental conditions are not considered manufacturing defects but are indicative of normal wear and tear. Damage caused by accidents, misuse, or improper care and cleaning is not covered under this warranty.

Contact us at:

Simpolo Vitrified Pvt. Ltd.

Toll Free No. 1800 233 2223/ Phone +91 72289 22222

Email- Complaint.sanitary@simpolo.com