

Pearl® Toilet Limited Warranty

Consumers with PEARL® Toilets are eligible for one (1) year PEARL® Limited Toilet Warranty. PEARL® Toilet Limited Warranty provides assurance that the PEARL® Toilet is free from defective manufacturing and workmanship for one (1) year. Homeowners must claim any and all manufacturing and workmanship defects within the first year of installation.

PEARL® Toilet Limited Warranty reserve the right to either provide credit or a replacement. It is under PEARL®'s discretion to issue a full product replacement or a replacement part if the product in question is eligible for the warranty. Homeowners are eligible for PEARL® Toilet Limited Warranty on the china, the flushing mechanism, and the toilet seat. Homeowners eligible for a warranty will only receive a replacement of the same value or of the same model.

PEARL® is not responsible for any costs associated with the replacement or return of the PEARL® product. PEARL® is not responsible for any costs or damages associated with the installation and removal of the PEARL® Toilet or replacement parts. The liability of PEARL® only covers the PEARL® Toilet and shall not exceed the purchase price of the product. PEARL® Toilet Limited Warranty excludes coverage to but isn't limited to: a) damages and problems originating from improper installation, b) leaking from the base wax seal or floor flange, c) improper alterations to the flush mechanism, d) finish reduction, e) scratches and staining, f) damage from chemicals cleaners including in-bowl cleaners, g) damage from abrasive cleaners, h) damage from atmospheric conditions, i) reduced flow due to blockages from external debris, or j) damage to seat cover from external force. Any damage or incidents associated with the toilet will not be the responsibility of PEARL®. This includes flooring damage, water stains, cabinet damage, appliance damage, clogging of the drain, or accidents resulting in physical harm. The responsibility of PEARL® only extends to the physical component of the toilet, any damages and harm resulting outside of the physical toilet are the responsibilities of the homeowner and installer. PEARL® is not responsible for building code compliance, it is the responsibility of the homeowner and installers.

Installations that do not follow the PEARL® instructions manual are not the responsibility of PEARL®. PEARL® strongly recommends all installations be installed by licensed professionals. All installations are to be tested before use. Parts available outside of warranty but are subject to costs and shipping at the expense of the homeowner. PEARL® Toilets are only warrantable for home use only, any commercial usage voids warranty. The

warranty of PEARL® is voided if damages are caused by environmental disasters (such as fire, earthquakes, flood, and storm), misuse, and abuse.

To be eligible, the homeowner must be the original purchaser of the toilet. If the home where the toilet resides has changed owners, the warranty will be voided. Warranty is voided if the PEARL® product was removed from the original homeowner's home and relocated. Relocation of product includes installation of the toilet to a different bathroom, installation of a toilet in a new home, installation of the toilet after the rebuilding of the original home, or installation of the toilet for commercial use.

To qualify for PEARL® Toilet Limited Warranty, the homeowner must provide proof of authenticity of the toilet and proof of purchase. Documents acceptable for proof of purchase include: original receipt from a dealer, packing slip from the dealer, or invoice from the dealer. To prove the product in question is a PEARL® Toilet, the homeowner must provide pictures of the whole toilet and a picture of the PEARL® logo. The picture of the whole toilet must be clear and identifiable as a PEARL® Toilet. The picture of the PEARL® logo must clearly show the logo, pictures distorted or modified by software are void.

To claim PEARL® Toilet Limited Warranty, the homeowner should email info@pearlsinks.com with the above required documents or call (604)-242-1601 for a Customer Service Representative between 9 AM-5 PM PDT Monday-Friday.