

EASYROOM

3-YEAR LIMITED WARRANTY

Freestanding Bathtub - Limited Warranty Terms

IMPORTANT: Surface scratches, cosmetic scuffs, and damage caused after delivery are not covered under this warranty.

1. LIMITED WARRANTY COVERAGE

Easyroom warrants this product against manufacturing defects in materials and workmanship under normal residential use, proper installation, service, and maintenance during the 3-year limited warranty period. This warranty applies only to the original purchaser, and proof of purchase is required for any claim.

If a covered defect is confirmed during the warranty period, Easyroom may, at its discretion:

- Repair or replace the defective part or product without charge for the covered item;
- Refund the original purchase price when applicable and accepted under the seller's return policy, including the source document's 30-day delivery reference;
- Issue a credit toward the purchase of a replacement Easyroom product. Shipping or delivery charges may apply.

2. INSTALLATION REQUIREMENTS

Professional installation by a licensed plumber is strongly recommended. Damage or product failure resulting from improper installation, misuse, product abuse, or failure to follow the installation instructions is not covered. Removal, reinstallation, labor, and related service costs are not included unless otherwise required by applicable law.

3. ITEMS NOT COVERED

- Accident, negligence, misuse, abuse, or improper installation;
- Use of abrasive cleaners, alcohol, organic solvents, corrosive chemicals, or unsuitable cleaning products;
- Hard-water buildup, mineral deposits, staining, discoloration, or damage caused by improper maintenance;
- Alteration, unauthorized repair, modification, or use of non-original components;
- Normal cosmetic wear, surface scratches, scuffs, chips caused after delivery, or other appearance changes not resulting from a manufacturing defect.

The manufacturer's responsibility under this limited warranty is limited to the remedies described in these terms, subject to applicable law.

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LIMITATIONS & RESPONSIBILITIES

Please inspect the product carefully before installation.

4. LIMITATIONS AND EXCLUSIONS

This warranty does not cover damage caused by carelessness, accident, misapplication, improper maintenance, exposure to corrosive materials, failure to follow installation or care instructions, or conditions outside normal intended use.

This warranty may be void if the product is altered or if repairs are attempted by anyone other than an authorized service provider. Plumbing, fittings, or other components installed by a dealer, installer, contractor, or other third party are not covered unless they are expressly supplied as part of the Easyroom product.

To the extent permitted by law, Easyroom is not responsible for loss of use, inconvenience, incidental expenses, consequential damages, indirect losses, or other costs related to installation, repair, removal, or replacement. Some states do not allow certain exclusions or limitations, so these limitations may not apply in every jurisdiction.

5. RESPONSIBILITIES BEFORE INSTALLATION

- The installer or building contractor should inspect the unit before installation and confirm that it is free of visible defects or damage.
- If a defect or damage is found, do not install the product until the issue has been reviewed.
- Damage that could reasonably have been discovered by inspection or testing before installation is not covered once installation proceeds.
- Retain packaging, purchase documentation, and product identification until installation is complete.

6. SHIPPING OR TRANSIT DAMAGE

Damage occurring in transit is generally the responsibility of the carrier or seller handling the shipment. Open and inspect the carton or crate promptly after delivery. If shipping damage is found, document it with clear photographs and report it to the seller and carrier as soon as possible. Freight or transit claims should be filed promptly according to the applicable shipping process.

7. LABOR AND RELATED COSTS

Unless required by applicable law or expressly approved in writing, this limited warranty does not include labor charges, removal costs, reinstallation costs, plumbing modifications, travel expenses, or damage to surrounding property arising from installation, repair, or replacement.

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WARRANTY SERVICE

Information needed to request service

8. HOW TO MAKE A WARRANTY CLAIM

When requesting warranty service, please provide the following information:

- A copy of the original invoice or other proof of purchase;
- Date of installation;
- Model number or a clear product description;
- A detailed description of the issue;
- Clear photographs showing the defect or problem area.

Customer Service
SZshilei@outlook.com

9. WARRANTY REVIEW AND REMEDY

After reviewing the claim and supporting information, Easyroom will determine whether the issue is covered under this limited warranty and, if so, whether repair, replacement, refund, or credit is the appropriate remedy.

10. DISCLAIMER

Except as expressly stated in this written limited warranty and to the extent permitted by applicable law, no dealer, installer, reseller, or other person is authorized to make additional warranties or representations on behalf of Easyroom. Any rights that cannot legally be excluded or limited remain unaffected.

11. SAFETY NOTICE

Packaging, hardware, broken components, or damaged product parts may contain sharp edges or other hazards. Keep small parts and packaging materials away from children. Use appropriate protective equipment when handling damaged items.

Keep this warranty document with your purchase record.
Warranty rights may vary by state or jurisdiction.