



# Warranty, Terms and Conditions

[www.DreamLine.com](http://www.DreamLine.com)

# DREAMLINE® EXCLUSIVE LIMITED WARRANTY

This warranty applies to DreamLine products purchase after June 1, 2015.

DreamLine offers the following warranty for its products and components thereof. This warranty extends only to the original owner/end-user for household use only and is not transferable to a subsequent owner. DreamLine reserves the right to modify this warranty at any time, it being understood that such modifications will not alter the warranty conditions applicable at the time of sale of the products in question. This warranty extends for a designated period of time, so long as the product remains in use in its original place of installation. This warranty applies only to DreamLine™ products purchased from an authorized dealer in the United States or Canada. Proof of purchase (original sales receipt) from the original consumer purchase must be provided with all warranty claims. No responsibility is assumed by DreamLine for any special, incidental or consequential damages. **IN NO EVENT SHALL THE LIABILITY OF DREAMLINE EXCEED THE PURCHASE PRICE OF THE UNIT.**

DreamLine products must be installed by a fully insured, licensed professional and according to the DreamLine installation instructions. Installation of DreamLine product by anyone other than a fully insured licensed professionals shall **VOID THE WARRANTY**. DreamLine recommends that such licensed professionals have experience in the installation of bathroom (specifically shower and tub doors) products. Installation of certain products, including, without limitation, glass products (i.e., shower and tub doors) by an unlicensed or inexperienced installer may result in glass breakage and, consequently, may cause personal injury or even death.

## **PARTS ONLY WARRANTY**

This warranty is extensive in that it covers replacement of all defects. **LABOR CHARGES AND/OR DAMAGE INCURRED DURING INSTALLATION, REPAIR, OR REPLACEMENT, AS WELL AS ANY OTHER KIND OF ANCILLARY COST, LOSS OR DAMAGE ARE EXCLUDED.**

## **COMMERCIAL USE AND OTHER EXCLUSIONS**

This warranty excludes all industrial, commercial and business usage. The warranty period for products installed for commercial applications or used in commercial ventures, including but not limited to motels, hotels, casinos, student housing, condos, apartments, and fitness centers, is a one (1) year limited warranty from the date of purchase for shower doors, bathtub doors, shower enclosures, shower bases, and backwalls, and a three (3) month limited warranty from the date of purchase for vanities and sinks, with all other terms of this warranty applying except the duration of the warranty. **DREAMLINE SHOWER COLUMNS AND DREAMLINE SHOWER SEATS ARE NOT INTENDED FOR COMMERCIAL USE, THERE IS NO WARRANTY EXTENDED FOR THESE PRODUCTS FOR COMMERCIAL USE.**

DreamLine hereby disclaims all warranties for products sold as dealer or store displays. DreamLine hereby disclaims all warranties for products used outside of the United States or Canada whether expressed or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.

## **WARRANTY TERMS**

DreamLine will, at its election, repair or replace the product found by DreamLine in its sole judgment, to be defective within the warranty period under normal residential use and maintenance. The replacement of a product is limited to supplying a replacement product or part (same as existing or if not available, comparable product). DreamLine warranty obligation shall be discharged upon tender of parts, replacement or repair of the product. Purchaser's refusal to accept the tender terminates all warranty obligations and **VOIDS THE WARRANTY**. Cost of freight for returning products to DreamLine for repairs or replacement under this limited warranty are the responsibility of the customer. Cost of freight associated with shipping of replacement product(s) or parts covered by this warranty is the responsibility of the original user. Any product replaced or repaired during the warranty period will be covered only for the remaining period of the original warranty. In no event will DreamLine be liable for costs of repair or replacement of any installation material, including but not limited to tile, marble, etc. **DREAMLINE IS NOT RESPONSIBLE FOR INSTALLATION, REMOVAL OR REINSTALLATION COSTS OF ANY PRODUCT REQUIRING WARRANTY SERVICES.**

Any modification or alteration of any DreamLine products will void the warranty. Neither the authorized DreamLine dealer, nor any other person is permitted to make any affirmation, representation, or warranty other than those contained in this warranty. Any affirmation, representation, or warranty other than those contained in this warranty shall not be enforceable against DreamLine or any other person.

DreamLine product installations and repairs must be performed by either a DreamLine authorized agent or a licensed, insured and experienced professional contractor - installation or repairs performed by any other party shall void the warranty. This warranty shall not apply to breakage or damages caused by normal wear and tear, fault, carelessness, abuse, misuse, misapplication, improper maintenance, alteration or modification of the unit, as well as chemical or natural corrosion, accident, fire, flood, act of God or any other casualty. Improper care and cleaning will void the warranty. Use of cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents or other products not recommended for hardware finishes, glass or acrylic as they may damage the metal or glass finish of your shower door or shower enclosure and will void the warranty. For additional product maintenance instructions please refer to the product installation manual. DreamLine is not responsible for any issues arising in connection with errors or omissions in information provided on DreamLine or dealers' websites. This warranty does not extend to any non-DreamLine plumbing or components installed by installers, end users or by any party other than DreamLine.

**THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BATH AUTHORITY LLC ("DREAMLINE") AND/OR SELLER DISCLAIMS ALL LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. DREAMLINE IS NOT LIABLE FOR PERSONAL INJURIES OR DEATH TO ANY PERSON OR FOR ANY DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGE, LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, INCONVENIENCE, INCIDENTAL EXPENSES, LABOR OR MATERIAL CHARGES, OR ANY OTHER COSTS RESULTING FROM THE USE OF ITS PRODUCTS OR PERTAINING TO THE APPLICATION OF THE PRESENT WARRANTY, OR RESULTING FROM THE REMOVAL OR REPLACEMENT OF ANY PRODUCT OR ELEMENT OR PART COVERED BY THIS WARRANTY.**

### **PRODUCT WARRANTY PERIODS**

The laws and regulations that govern the installation and use of shower or tub doors, shower enclosures and shower bases vary widely by region, state or municipality. Except as otherwise provided above, DreamLine makes no warranties, expressed or implied, including warranties of merchantability and fitness for a particular purpose or compliance with any code. DreamLine is not responsible for verifying building code restrictions on installation or use and any such compliance is excluded from this warranty. DreamLine reserves the right to modify this warranty at any time - such warranty modifications will not alter the warranty applicable at the time of sale of the products in question. The warranty terms for specific products for consumer (non-industrial, non-commercial, non-business use only) are:

### **SHOWER & TUB DOORS, SHOWER ENCLOSURES GLASS**

DreamLine shower doors, tub doors, and shower enclosures are backed by a Limited Lifetime Warranty. DreamLine warrants the glass of shower doors, tub doors and shower enclosures to be free from defects in workmanship and materials under normal residential use for a period commencing from the initial date of purchase by the owner/end-user, contractor or builder from an authorized DreamLine dealer for the life of the product as long as the original consumer purchaser owns the home in which the product is installed. Warranty for plastic seal strips, sweeps or any other vinyl components shall be limited to one (1) year. DreamLine does not warrant glass for scratches, chips, water spots, breaking or any other damage after installation.

### **SHOWER & TUB DOORS, SHOWER ENCLOSURE HARDWARE**

DreamLine shower door, tub door, and shower enclosure hardware is backed by a Limited Lifetime Warranty. DreamLine warrants shower door, tub door and shower enclosure hardware (i.e. handles, rollers, hinges, profiles, clips, guides, brackets, towel and support bars) **in chrome and brushed nickel finish only** to be free from defects in workmanship and materials under normal residential use for a period commencing from the initial date of purchase by the owner/end-user, contractor or builder from an authorized DreamLine dealer for the life of the product as long as the original consumer purchaser owns the home in which the product is installed. Warranty for any part in **oil rubbed bronze finish** shall be limited to one (1) year.

## **SHOWER BASES**

DreamLine warrants shower bases purchased by the owner/end-user, contractor or builder from an authorized DreamLine dealer to be free from defects in workmanship and materials under normal residential use for the life of the product as long as the original consumer purchaser owns the home in which the product is installed.

## **ACRYLIC SHOWER BACKWALLS**

DreamLine warrants acrylic shower backwalls to be free from defects in workmanship and materials under normal residential use for a period of one (1) year from initial date of purchase by the owner/end-user, contractor or builder from an authorized DreamLine dealer.

## **SHOWER COLUMNS**

DreamLine warrants shower columns to be free from defects in workmanship and materials under normal residential use for a period of one (1) year from the initial date of purchase by the owner/ end-user, contractor or builder from an authorized DreamLine dealer.

## **SHOWER SEATS**

DreamLine warrants shower seats to be free from defects in workmanship and materials under normal residential use for a period of one (1) year from the initial date of purchase by the owner/ end-user, contractor or builder from an authorized DreamLine dealer. Warranty shall be VOID if the shower seat is not professionally installed through the studs on a properly reinforced wall (such as stated in the product installation manual).

## **VANITIES AND VESSEL SINKS**

DreamLine warrants bathroom vanities and vessel sinks to be free from defects in workmanship and materials under normal residential use for a period of one (1) year from the initial date of purchase by the owner/end-user, contractor or builder from an authorized DreamLine dealer.

## **STATE LAWS AND THIS WARRANTY**

Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which vary from state/province to state/province.

## **WARRANTY SERVICE**

**To file a warranty claim the following information is required:**

- Name, address and telephone number
- Product model number
- Brief description of problem (please note that additional information such as photos may be required to fully process your warranty claim)
- Proof of purchase

**Submit required information by e-mail, mail or fax:**

**Email:** [Warranty@BathAuthority.com](mailto:Warranty@BathAuthority.com)

**Mailing Address:**

DreamLine Warranty Service Center

75 Hawk Road

Warminster, PA 18974

**Fax:** 1-866-857-3638

**Or, contact the Technical Support Center Monday thru Friday 9:00 am – 7:00 pm EST**

**Technical Support:** 1-866-731-2244









**DREAMLINE**<sup>®</sup>  
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