

WARRANTY

LIMITED LIFETIME WARRANTY FOR RESIDENTIAL PRODUCTS

FORTIS offers the following warranties to the original purchaser of FORTIS products for residential use, under the terms and conditions outlined below.

MECHANICAL WARRANTY

FORTIS provides a **Limited Lifetime Warranty** on all mechanical parts of its products. This warranty guarantees that all mechanical components will be free from manufacturing defects in materials and workmanship, under normal use, for as long as the original purchaser owns the home in which the product is installed.

FINISH WARRANTY

FORTIS offers a Limited Lifetime Warranty on the finish of all FORTIS products to the original purchaser, guaranteeing the absence of manufacturing defects in materials and workmanship, under normal use.

FORTIS reserves the right to inspect the product and its installation before proceeding with repair or replacement.

WARRANTY REMEDY

In the event of a defect covered by this warranty, FORTIS will, at its discretion, either repair or replace the defective part or product. This will be the exclusive remedy under this warranty.

PRODUCT EXCEPTIONS

Composite and Fire Clay Sinks

FORTIS composite and fire clay sinks are covered under a separate warranty. Instead of the Limited Lifetime Warranty, these products are warranted to be free from manufacturing defects in materials and workmanship for a period of three (3) years from the date of purchase, under normal residential use.

All other terms, conditions, exclusions, and limitations outlined in this warranty document apply to composite and fire clay sinks.

In the event of a defect within the three-year warranty period, FORTIS will, at its discretion, repair or replace the defective sink. This warranty does not cover damages or issues resulting from improper installation, misuse, abuse, or alterations, as outlined in the "Exclusions" section of this document.

HOW TO REQUEST WARRANTY SERVICE

To request service under this warranty the original purchaser must contact FORTIS using one of the following methods:

- Phone:** Call customer service at: (856) 881-7890
- Mail:** Send correspondence to:
FORTIS, Inc.
Attn: Customer Service
1571 Main Road
Newfield, NJ 08344
- Email:** Email customer service at: info@paini-us.com
- Distributor:** Notify the distributor from which the product was purchased.

REQUESTING EXPLODED VIEW DIAGRAMS

To request part explosion (break-away) diagrams, please use the contact methods provided above.

REQUIRED INFORMATION

When contacting FORTIS for warranty service, please provide the following details:

1. FORTIS product model number
2. A description of the issue
3. Contact information (Name, Address, Phone Number)
4. Approximate date of purchase
5. Proof of purchase (original sales receipt)

WARRANTY PROCESSING TIME

Please allow 2 to 5 business days for warranty processing.

EXCLUSIONS

This warranty does **NOT** cover, and FORTIS will **NOT** be responsible for:

1. Conditions, malfunctions, or damage not caused by defects in materials or workmanship.
2. Damage or issues resulting from:
 - a. Normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident, or alterations.
 - b. The use of abrasive or caustic cleaning agents, "no-rinse" cleaning products, or using the product in a manner contrary to the product instructions.
 - c. Excessive water pressure or corrosion.
3. Labor or other expenses associated with disconnection, deinstallation, return shipping, installation, or reinstallation of the product.
4. Accessories, connected materials, or products not manufactured by FORTIS.
5. Any product sold for display purposes.
6. Some states may not allow exclusions or limitations of incidental or consequential damages or limitations on implied warranties, so the above limitations may not apply to you.

This warranty gives you specific legal rights, and you may also have additional rights which vary by state.

WARRANTY FOR COMMERCIAL APPLICATIONS

If FORTIS products are installed in a commercial application, the Mechanical Warranty is limited to 1 year, and the Finish Warranty is limited to 1 year, starting from the date of purchase.

Repair or replacement parts are warranted only for the remaining duration of the initial warranty. The same exclusions apply as stated in the residential warranty section.



FORTIS, Inc.
Customer Service Department
1571 Main Road
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