WARRANTY

1. WHAT THIS WARRANTY COVERS

KARAMAG warrants to the original purchaser that its products will be free from defects in material and workmanship under normal installation, use, service, and maintenance for a period of one (1) year from the date of delivery. Proof of purchase (original invoice) is required for all warranty claims.

During the warranty period, KARAMAG may, at its sole option:

(a) Repair or replace the defective part(s) or product(s) at no charge;

(b) Issue a refund of the original purchase price (valid only within 30 days of delivery); or

(c) Issue a credit toward the purchase of a new KARAMAG's product.

Note: Any shipping or delivery charges incurred shall be determined by KARAMAG in its sole discretion.

2. WHAT THIS WARRANTY DOES NOT COVER

This limited warranty does not cover defects or damages resulting from:
Improper installation, misuse, abuse, or negligence – including failure to have the product installed by a licensed professional plumber (recommended);
Normal wear and tear or surface scratches;
Use of abrasive, alcohol-based, or solvent cleaners;
Alterations, unauthorized repairs, or use of non-KARAMAG parts;
Hard water deposits, mineral buildup, or exposure to corrosive materials;
Accidents, transportation damage, or acts of nature;
Failure to follow the care and installation instructions provided with the product.

KARAMAG is not responsible for:
Labor costs, removal, or reinstallation expenses;
Any incidental, indirect, or consequential damages (e.g., loss of use, inconvenience, water damage);
Any damage that could have been discovered by inspection prior to installation.

3. INSTALLER / USER RESPONSIBILITIES

Pre-installation inspection is the sole responsibility of the installer or contractor. The product and packaging contain notices advising of this duty.
If any defect or damage is found, DO NOT INSTALL the product. Contact the seller and carrier immediately.

Transportation damage must be reported in writing to both the seller and the carrier upon delivery. File freight claims promptly. KARAMAG is not liable for damage occurring during transit.

4. DISCLAIMER OF OTHER WARRANTIES

TO THE EXTENT PERMITTED BY LAW, THIS LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING ANY WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE. No dealer, representative, or other person is authorized to extend or modify this warranty.

5. HOW TO OBTAIN WARRANTY SERVICE

To file a claim, please contact KARAMAG Customer Service with the following information:
Original proof of purchase (invoice);
Date of installation;
Description and photos of the defect;
Model number or description of the product.
KARAMAG will then determine the appropriate remedy (repair, replacement, refund, or credit).

KARAMAG reserves the right to update or modify this warranty policy at any time without prior notice.