

General Terms

This Warranty is non-transferable and applies only to the original Purchaser. The Manufacturer's liability under this Warranty is limited to the repair or replacement of the Product, and shall not include incidental or consequential damages (e.g., water damage to floors/walls). Proper maintenance is required to maintain warranty coverage. Northern Breeze IS NOT responsible for labor cost, removal or installation costs.

Warranty Period

- ◆ Bathtub Shell: 5 (Five) Years from the date of original purchase.
- ◆ Hardware & Accessories (including drains and overflow kits): 1 (One) Year from the date of original purchase.
- ◆ During the Warranty Period, the Manufacturer warrants that the Product will be free from defects in materials and workmanship under normal household use and proper installation (performed by a licensed plumber in accordance with local building codes and Product installation instructions).

Coverage Scope

- ◆ Manufacturing defects in the bathtub shell (e.g., cracks, chips, or discoloration arising from faulty materials or craftsmanship).
- ◆ Functional defects in hardware/accessories (e.g., leaky faucets, malfunctioning drains) caused by defective components.
- ◆ Repair or replacement of defective parts, or the entire Product if repair is impractical, at the Manufacturer's discretion.

Warranty Exclusions

- ◆ Damage caused by improper installation, including failure to follow installation instructions or use of incompatible parts.
- ◆ Damage from misuse, abuse, negligence, or accidental impact (e.g., heavy objects striking the tub, improper cleaning).
- ◆ Normal wear and tear (e.g., minor surface scratches from regular use, gradual discoloration from hard water without proper maintenance).
- ◆ Damage from chemical cleaners containing abrasives, bleach, ammonia, or acidic substances.
- ◆ Modifications, alterations, or repairs performed by unauthorized personnel.
- ◆ Damage caused by natural disasters (floods, earthquakes, fires) or external factors beyond the Manufacturer's control.
- ◆ Products purchased from unauthorized resellers.
- ◆ Cosmetic imperfections that do not affect the Product's functionality (e.g., minor surface blemishes visible only upon close inspection).
- ◆ This limited warranty excludes all industrial, commercial and business usage.

To File a Warranty Claim

- ◆ Retain Proof of Purchase: Submit a copy of the original order confirmation or receipt.
- ◆ Contact Customer Support: Notify the Manufacturer within 30 days by sending email to info@northern-breeze.com, Include Product model number, purchase date, detailed description of the defect, and photos/videos (if applicable).
- ◆ Inspection & Resolution: The Manufacturer will review the claim and may request additional information or arrange for a professional inspection.
- ◆ Approved claims will be resolved via: Replacement of defective parts (shipping included for warranty-covered parts).
- ◆ Repair by an authorized service provider.
- ◆ Full Product replacement (if deemed irreparable).

Contact Information

Phone: (888)-606-2820

Email: info@northern-breeze.com