



MONDAWE



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MONDAWE INC. Limited Lifetime Warranty Policy

General Terms

This warranty applies only to the original purchaser of the product. The “original purchaser” is defined as the person who first purchased the product from an authorized **MONDAWE INC.** seller for use in a residential or commercial property. The warranty is non-transferable and applies solely to installations within the Americas unless otherwise stated.

Coverage by Product Type

Faucets

1. **Residential Use:**

- **MONDAWE INC.** warrants the structure and finish of all kitchen faucets, lavatory faucets, bathtub faucets, and freestanding faucets purchased from authorized sellers to be free from defects in material and workmanship for as long as the original purchaser owns the home in which the product was first installed.

2. **Commercial or Public Use:**

- For products used in public spaces, or for commercial, industrial, or institutional purposes, **MONDAWE INC.** provides a limited warranty covering defects in material and workmanship for **five (5) years** from the date of purchase.

3. **Leased or Rented Residential Units:**

- When installed in a leased or rented residential unit (e.g., duplexes, townhouses, apartments), the warranty covers defects in material and workmanship for **ten (10) years**, provided the owner does not reside in the property. Public, industrial, or business purposes such as hospitality or healthcare are excluded under this category.

4. **Specific Components:**

- **Sprayhead Assemblies** (e.g., sprayer hoses, aerators, backflow preventors): Covered for **one (1) year** from the date of purchase under normal use.
- **Cartridges:** Covered for **five (5) years** under normal usage.
- **Electronic Parts:** Covered for **three (3) years** for residential use and **one (1) year** for commercial use. Batteries are excluded.

Tub/Shower Valve Systems

1. **Residential Use:**

- **MONDAWE INC.** warrants the structure and finish of tub/shower systems and shower systems to be free from defects for as long as the original purchaser owns the home in which the product was first installed.

2. **Commercial or Public Use:**

- Coverage for commercial, industrial, or institutional use, is limited to **five (5) years** from the date of purchase.

3. **Leased or Rented Residential Units:**

- Coverage applies for **ten (10) years** when installed in leased or rented residential units, excluding public or commercial business installations.

4. **Specific Components:**

- **Sprayhead Assemblies** (e.g., handheld showers, tub spouts, aerators, body jets): Covered for **one (1) year** from the date of purchase under normal use.
- **Cartridges:** Covered for **five (5) years** under normal usage.
- **Electronic Parts:** Covered for **three (3) years** for residential use and **one (1) year** for commercial use. Batteries are excluded.

Additional Usage Limitation

MONDAWE INC. products are tested and warranted exclusively for their intended use. Misuse or installation of products in environments not meant for their specific purpose will void the warranty.

- Shower systems are designed and warranted solely for indoor bathroom installations.
- Bathroom faucets are intended for use only in bathrooms.
- Kitchen faucets are warranted exclusively for use in kitchens.
- Bathroom vanities are meant for bathroom use only.
- Bathroom sinks are designed for bathrooms exclusively.
- Kitchen sinks are for kitchen installations only.
- Bathtubs are intended strictly for bathroom use.

Damage from Improper Installation:

- Any damage caused to fixtures, furniture, or surrounding structures—such as water damage from leaking outlet hoses or connections—due to improper installation is not the responsibility of **MONDAWE INC.**
- The warranty does not cover issues arising from improper assembly, incorrect installation methods, or failure to follow the product manual guidelines.

Environment-Specific Usage:

- **MONDAWE INC.** products are not designed for outdoor use or for environments with extreme temperatures, humidity, or exposure to direct sunlight unless explicitly specified in the product documentation.
- Use of the product outside of its ideal intended environment—such as a kitchen sink installed in a bathroom or a bathtub used outdoors—will void the warranty and release **MONDAWE INC.** from any related claims or liabilities.

Care and Maintenance

To maintain warranty coverage, the product must be properly cared for. Use of the following will void the warranty:

- Abrasive pads, steel wool, or wire brushes
- Abrasive cleaners (e.g., powders, bleach, chlorine, or ammonia)

Recommended Cleaning: Use mild, non-abrasive cleaning products and soft cloths to preserve the product's finish.

To file a warranty claim:

1. **Contact Us:** Reach out to **MONDAWE INC.** via email: Service@Mondawe.com or the authorized seller where the product was purchased.
 2. **Provide Documentation:** Submit proof of purchase, details of the issue, and photographs if applicable. Clear and complete information will expedite the process. Failure to provide proof of purchase and other required information will result in the warranty claim being unable to proceed.
 3. **Evaluation and Resolution:**
 - **MONDAWE INC.** will evaluate the claim and determine whether the issue falls under warranty coverage.
 - If approved, **MONDAWE INC.** will repair or replace the defective product with one of equal value at its discretion.
 - If the exact product is discontinued, **MONDAWE INC.** will offer a comparable product or store credit equivalent to the product's value.
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Exclusions:

This warranty does not cover:

- Products purchased from unauthorized sellers, discount outlets, or clearance sales
 - Free gifts included with purchases
 - Damage due to improper installation, misuse, neglect, abuse, or alteration
 - Damage from hard water, chemical corrosion, natural corrosion, or acts of God (e.g., fire, flood)
 - Normal wear and tear
 - Reimbursement for repair costs incurred by the customer or third parties
 - Door-to-door service or in-home repairs; all warranty claims must follow the claim process outlined in this policy
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Regional and Product Limitations

For installations outside the America, all products are not covered by this warranty policy. Regional restrictions are due to variations in water quality and usage environments.
