



SUMERAIN LIMITED WARRANTY FOR FAUCETS

Limited Lifetime Mechanical Warranty

(limited to the period the Original Purchaser owns the home where the Product is installed)

WHAT THIS MEANS FOR YOU — Summary

Coverage	Residential Use	Commercial Use
Mechanical brass body and internal structure	Limited lifetime — only while the Original Purchaser owns the installation home.	Five (5) years from purchase.
Cartridges, valves, and seals	Ten (10) years from purchase.	Five (5) years from purchase unless otherwise required by law.
Finish	Five (5) years from purchase.	One (1) year from purchase unless otherwise required by law.
Electronic components	Five (5) years from purchase.	One (1) year from purchase unless otherwise required by law.
Batteries	Not covered unless required by law or separately stated.	Not covered unless required by law or separately stated.
Service	Contact Sumerain Customer Support with proof of purchase and product information.	Same process applies.

Non-transferable; applies only to the original residential purchaser with valid proof of purchase. Any implied warranties are limited in duration as described below, and you may have additional rights that vary from state to state, province to province, or territory to territory. Summary only; subject to the full terms, exclusions, and limitations below.

IMPORTANT

This limited warranty gives you specific legal rights, and you may also have other rights that vary from state to state, province to province, or territory to territory. This document describes the limited warranty provided by Sumerain for covered faucet products sold in the United States and Canada, subject to applicable law.

1. Definitions

"Original Purchaser" means, as applicable, the Original Residential Purchaser or the Original Commercial Purchaser. The warranty coverage and duration applicable to each category are set forth in Section 3.

"Authorized Seller" means Sumerain, Sumerain's official online stores, and retailers, marketplaces, or distributors authorized by Sumerain to sell genuine Sumerain products.

"Residential Use" means installation in a single-family home, multi-family residence, condominium, townhouse, or similar dwelling that the Original Purchaser occupies or holds primarily for personal household purposes rather than as an income-producing investment.

"Commercial Use" means installation primarily used for business, income-producing, hospitality, public, institutional, or high-traffic purposes. Commercial Use includes, but is not limited to, hotels, schools, hospitals, airports, office buildings, restaurants, short-term rental properties (such as vacation or nightly rentals), and similar environments. A dwelling that the Original Purchaser owns and occupies as a personal residence remains Residential Use even if a portion is occasionally rented. A dwelling held primarily as a rental or investment property (for example, a property leased to tenants rather than occupied by the Original Purchaser) is treated as Commercial Use, unless prohibited by applicable law.

"Product" means the genuine Sumerain faucet and its covered components, as identified by the model number and valid proof of purchase.

"Date of Purchase" means the date shown on a valid dated proof of purchase, order confirmation, marketplace order record, retailer invoice, or other purchase record issued by Sumerain or an Authorized Seller and reasonably acceptable to Sumerain.

2. Who Is Covered

This warranty applies only to genuine Sumerain faucet products purchased from Sumerain or an Authorized Seller and accompanied by valid proof of purchase. This warranty is non-transferable and applies only to the Original Purchaser, unless otherwise required by applicable law.

Products purchased second-hand, from unauthorized sellers, or without valid proof of purchase may not be covered, except where coverage is required by applicable law.

Any reference to "lifetime" coverage in Sumerain materials refers only to the limited lifetime mechanical coverage described in this warranty and applies only while the Original Purchaser owns the home where the Product is installed.

3. What Is Covered and For How Long

Sumerain warrants that covered products will be free from defects in material and workmanship under normal use, installation, care, and maintenance, subject to the exclusions and limitations below.

Coverage Category	Residential Use	Commercial Use
Mechanical Components – Brass Body and Internal Structure	Limited lifetime warranty for as long as the Original Purchaser owns the home in which the Product is installed.	Five (5) years from the Date of Purchase.
Cartridges, Valves, and Seals	Ten (10) years from the Date of Purchase.	Five (5) years from the Date of Purchase unless a longer period is required by applicable law.
Finish	Five (5) years from the Date of Purchase for decorative finishes under normal care and use.	One (1) year from the Date of Purchase unless a longer period is required by applicable law.
Electronic Components	Five (5) years from the Date of Purchase, including sensors, touch modules, solenoids, control boards, and power-related devices.	One (1) year from the Date of Purchase unless a longer period is required by applicable law.
Batteries	Not covered unless expressly required by applicable law or separately stated in product materials.	Not covered unless expressly required by applicable law or separately stated in product materials.

4. What Sumerain Will Do

Sumerain's obligation under this limited warranty is limited to repair or replacement of the defective Product or covered component, at Sumerain's reasonable discretion, after Sumerain confirms that the Product is covered and the defect is covered by this warranty.

If the Product or component has been discontinued, Sumerain may provide a replacement Product or component of comparable function and value. If repair or replacement is not commercially practicable or fails to remedy the covered defect within a reasonable time, Sumerain may provide a refund of the purchase price, a store credit if accepted by the purchaser, or another remedy as permitted or required by applicable law.

Replacement products or components are warranted for the remainder of the original applicable warranty period or for ninety (90) days, whichever is longer, unless a longer period is required by applicable law.

5. Costs and Shipping

Except where prohibited by applicable law or expressly agreed by Sumerain in writing, this warranty does not cover labor charges, installation costs, removal costs, service charges, or costs associated with diagnosis by third parties.

If Sumerain requires return of the Product or component for inspection, Sumerain will provide return instructions. If Sumerain determines that the claim involves a covered defect, Sumerain will be responsible for shipping the repaired or replacement covered component or Product to the purchaser within the United States or Canada, unless otherwise stated or prohibited by applicable law. Costs for expedited shipping, shipping outside the United States or Canada, freight forwarding, or unauthorized returns may remain the responsibility of the purchaser. In jurisdictions where applicable law requires Sumerain to bear additional reasonable costs associated with warranty service, Sumerain will comply with those requirements.

6. What Is Not Covered

This limited warranty does not apply to defects, failures, or damage caused by:

- improper installation, repair, maintenance, storage, or handling;
- installation, use, or maintenance not in accordance with Sumerain's instructions or applicable plumbing codes;
- misuse, abuse, neglect, accident, alteration, or modification;

- use of non-compatible, defective, or improperly installed third-party components when such components cause or contribute to the failure;
- water pressure outside the range specified in the installation manual or outside applicable plumbing code requirements;
- sediment, debris, hard water deposits, corrosive water conditions, chemical conditions, or failure to clean aerators, filters, or cartridges as recommended;
- use of abrasive, acidic, corrosive, or otherwise unsuitable cleaners;
- normal wear and tear, including ordinary cosmetic deterioration, minor scratches, or finish aging that does not result from a defect in material or workmanship;
- freezing, fire, flood, lightning, earthquake, acts of nature, or other external causes beyond Sumerain's control;
- continued use of the Product after a leak, defect, loose connection, or abnormal operation becomes apparent, as further described in Section 7, except where prohibited by applicable law;
- products purchased from unauthorized sellers, counterfeit products, or products without valid proof of purchase, except where coverage is required by applicable law.

7. Care and Inspection

Purchasers are encouraged to inspect the Product after installation and periodically during use for leaks, loose connections, or abnormal operation. To help prevent further damage, purchasers are encouraged to take reasonable steps if a leak or defect is suspected, such as turning off the water supply and discontinuing use. To the extent permitted by applicable law, this warranty does not cover additional damage that could reasonably have been avoided and that results from continued use of the Product after a defect or leak became apparent to the purchaser.

8. Limitation of Liability

To the fullest extent permitted by applicable law, Sumerain shall not be liable for indirect, incidental, special, punitive, exemplary, or consequential damages, including loss of use, business interruption, loss of profits, or damage to surrounding property such as walls, flooring, fixtures, cabinetry, or plumbing systems.

This limitation does not apply where prohibited by applicable law, or to liability that cannot be excluded or limited under applicable law, including liability for personal injury, product liability claims, gross negligence, willful misconduct, or any non-waivable rights under state, provincial, territorial, or federal law.

Some states, provinces, or territories do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation may not apply to you.

9. Implied Warranties

To the extent permitted by applicable law, any implied warranties, including the implied warranties of merchantability and fitness for a particular purpose, are limited in duration to the applicable limited warranty period for the covered Product or component described in Section 3, unless a longer duration is required by applicable law.

Some states, provinces, or territories do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

For United States purchasers: This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

For Canadian purchasers, this limited warranty is in addition to any statutory rights, legal warranties, or remedies that may apply under federal, provincial, or territorial law.

Nothing in this warranty is intended to exclude, restrict, or modify any rights that cannot be excluded, restricted, or modified under applicable Canadian law. For products sold in Quebec, Sumerain will provide a French-language version of this warranty and related product materials as required by applicable law.

10. No Tie-In Sales Provision

This warranty does not require the use of any specific brand of replacement parts, accessories, cleaning products, or service providers to maintain warranty coverage. However, failures or damage caused by incompatible, defective, or improperly installed third-party components, accessories, cleaners, or services are not covered.

11. Pre-Sale and Printed Copy Availability

For complete warranty terms before or after purchase, visit <https://warranty.sumerain.com> or contact Sumerain Customer Support at the telephone number or email address listed below. A printed copy of this warranty is available free of charge upon request.

12. How to Obtain Warranty Service

To obtain warranty service, contact Sumerain Customer Support and provide the information requested below.

Warrantor	Sumerain International Group Inc.
Warranty Department Mailing Address	1400 Summit Ave, Suite A, Plano, TX 75074, USA
Website	https://warranty.sumerain.com
Email	support@sumerain.com
Toll-Free Telephone	+1-866-203-0866

When submitting a claim, please provide:

- valid dated proof of purchase, order number, or invoice;
- product model number and finish, if available;
- installation date and installation location type, if available;
- a description of the issue;
- photographs or videos showing the claimed defect, if requested.

Sumerain may inspect the Product or component, request photographs or videos, request additional information, or require return of the Product or component before approving a claim. Unauthorized returns may not be accepted.

13. Informal Resolution

Sumerain encourages purchasers to contact Sumerain Customer Support to allow an opportunity to resolve warranty concerns informally and efficiently. This voluntary informal resolution process is not a mandatory prerequisite to pursuing any rights or remedies available under applicable law and does not limit any non-waivable rights.

14. Governing Law

This warranty shall be governed by the laws of the state, province, or territory where the Product was purchased or delivered, or the purchaser's residence, as required by applicable law, without regard to conflict-of-law principles, except to the extent such law is preempted by or inconsistent with applicable federal law (including, for United States purchasers, the Magnuson-Moss Warranty Act, 15 U.S.C. § 2301 et seq.), or where another law is required to apply.

15. Entire Agreement and Future Changes

This document constitutes the limited written warranty provided by Sumerain for covered products. No employee, agent, dealer, distributor, or other person is authorized to modify this warranty, except through a written modification issued by Sumerain or as required by applicable law.

Sumerain may update warranty terms for future products without notice. Any update applies only to future products and will not reduce, shorten, or otherwise adversely modify warranty coverage for products already purchased.

16. State, Provincial, and Territorial Law Rights

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state, province to province, or territory to territory. Nothing in this warranty is intended to exclude, restrict, or modify any rights that cannot be excluded, restricted, or modified under applicable law.

Document Control
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