

Warranty Information

Effective July 1 2023

All Sinks warranties are applicable to our products installed in a residential setting for typical daily use. Warranty does not apply to industrial or commercial applications. Our products are warranted to the original owner to be free of manufacturing and mechanical defects. If a defect is found, we will provide a replacement part or product, or make the appropriate adjustment. Warranty is extended to the original purchaser. Damages incurred as a result of installation, replacement/repair, as well as damages due to improper cleaning, misuse or neglect are not covered. Specialty metal items such as copper, brass, nickel can be expected to naturally patina over time and with normal use. These changes are not considered a defect and is not covered under warranty. Transportation costs or labor costs are not included in this warranty. Failure to follow the recommended procedures for care and maintenance, abusive treatment or environmental factors as well as the use of corrosive materials, corrosive liquids or photographic solutions is prohibited and will void warranty. Nantucket Sinks reserves the right to examine the installation and product prior to installation. This warranty is extended to only the original consumer purchaser of the product. To obtain service under warranty write an email containing the following information: Date and location of purchase and installation, Description of nature of defect, Model number or description of model (Please include pictures where applicable).

Stainless Steel - Limited Lifetime Warranty

Please consult the appropriate Care & Maintenance for your product. We will replace any sink at our option that is found to have a material defect without charge for a lifetime of residential use. Diagnosis and/or replacement of any faucet or component part, or any other expense or loss are also not covered. Undermount sinks must be installed in a solid surface countertop.

Ceramics (Vitreous China) - Limited Lifetime Warranty

Please consult the appropriate Care & Maintenance for your product. We will replace any sink at our option that is found to have a material defect without charge for a lifetime of residential use. The warranty covers only the ceramic sink when installed in a conventional countertop.

Fireclay -5 Year Limited Warranty

Please consult the appropriate Care & Maintenance for your product. We will replace any sink at our option that is found to have a material defect The warranty covers only the sink and is not for damages to glaze from improper or caustic cleansers or cracks caused by mis-treatment due to impact. Please follow installation instruction, forcing farm sink into place with cut out will not be covered under warranty. Semi-recessed installation with wood counter-top will void warranty. Regatta Collection sinks must be cleaned with Ph neutral soap. Warranty does not cover cracks in the bowl originating from the drain as a result of overtightening. (replacement sinks will be offered at 50% original purchase price.)

Cast Iron - Limited Lifetime Warranty

Please consult the appropriate Care & Maintenance for your product. We will replace any sink at our option that is found to have a material defect without charge for a lifetime of residential use. Diagnosis and/or replacement of any faucet or component part, or any other expense or loss are also not covered. Chipping of enamel due to impact is not covered.

Granite Composite -5 Year Limited Warranty

Please consult the appropriate Care & Maintenance for your product. We will replace any sink at our option that is found to have a material defect The warranty covers only the sink and is not for damages caused by thermal shock, neglect or mis-treatment. The warranty does not cover cracks originating from the drain as a result of over tightening. (replacement sinks will be offered at 50% original purchase price.)

Specialty Metal (Brass, Copper) - Limited Lifetime Warranty

Please consult the appropriate Care & Maintenance for your product. We will replace any sink at our option that is found to have a material defect. All metals patina. The warranty does not cover finish. Please see care and maintenance to preserve and restore your sinks' finish.

Glacierstone - 15 Year Limited Warranty

Please consult the appropriate Care & Maintenance for your product. Warranty against discoloration or manufacturers defect. Does not cover damages from improper treatment, caustic cleansers or thermal damage.

Accessories - 1 Year Limited Warranty

We will replace any drain, faucet or grid with a material defect To obtain service under warranty write an email containing the following information: Date and location of purchase and installation, Description of nature of defect, Model number or description of model (Please include pictures where applicable).