

in2aqua – Go Pro™ Lifetime Limited Warranty (Residential – U.S./Canada)

in2aqua GmbH (“we, us, our”) warrants to the original consumer purchaser (“you, your”) that our products will be free from defects in materials or workmanship for the warranty period beginning on the date of sale and lasting for the time period stated below;

1. Sink faucets, bidet faucets, shower valves, and PVD* finishes: FOR AS LONG AS YOU OWN THE PRODUCT AND RESIDE IN THE DWELLING IN WHICH THE PRODUCT IS ORIGINALLY INSTALLED;
2. Electronic components and hoses including those that are components of or are connected to any other product: ONE YEAR.
3. All other products including, but not limited to, shower arms, shower heads, and bathroom or kitchen accessories: TWO YEARS.

During the applicable warranty period we will, FREE OF CHARGE,

1. Provide parts or components needed to repair the defective product, or
2. If the product cannot be repaired, replace it with a like product, or
3. Make a reasonable monetary adjustment up to the amount of the purchase price, and
4. For FAUCETS, BIDET FAUCETS and SHOWER VALVES ONLY, for the FIRST YEAR of ownership ONLY, provide, in addition to parts, THE SERVICE LABOR in your home needed to repair the product.

In no event shall our liability exceed the purchase price of the product. We may require the return of the defective product at our expense as a condition of refunding the full purchase price or replacing the entire product.

Warranties arising under state, provincial, or territorial law whether implied, statutory or otherwise, including warranties of merchantability and of fitness for use or purpose are limited to the warranty periods as stated above. SOME STATES, PROVINCES, AND TERRITORIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU.

To make a warranty claim simply call us at (800) 257-6051 or e-mail us at info@in2aqua.com. You will need to provide proof of purchase and a description of the problem with the product. Once you have initiated the claim, we will guide you through the rest of the process.

This warranty excludes from coverage any product failure not caused by a defect in materials or workmanship, and, in addition to and not in limitation of the above, specifically excludes:

1. Defects or failures due to abuse, misuse, accident, improper installation, improper or inadequate maintenance or cleaning, mineral accumulation, excessive water pressure, damage caused intentionally or through negligence, acts of God (force majeure), and normal wear and tear.
2. Products acquired from an unauthorized source or in violation of our Minimum Advertised Pricing policy or from a source outside of the U.S. or Canada or prior to December 1, 2020.
3. Any industrial, commercial, or business use of the product, including use in a rental dwelling unless you occupy the dwelling.
4. The cost of service labor to uninstall or reinstall the product or remove or attach any replacement part or component except as provided elsewhere in this document.
5. Injuries or damages other than to the product itself including incidental and consequential damages.

SOME STATES, PROVINCES AND TERRITORIES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE, PROVINCE TO PROVINCE, AND TERRITORY TO TERRITORY.

This warranty is not transferable to any subsequent owner of the product.

* PVD refers to a method of applying a very robust metallic finish to our products. Most in2aqua finishes are PVD finishes, but to find out if a particular finish is a PVD finish, please contact customer service at (800) 257-6051 or e-mail us at info@in2aqua.com.

We at in2aqua profoundly regret if any problem occurs with your in2aqua product. We know it is important to you to get the product working again as quickly as possible and we want you to be satisfied with our warranty process. If at any time you are unhappy with the process or feel that your needs are not being met, please call our Sales Manager at (800) 257-6051 and explain the problem. We will do our best to get it resolved as quickly as possible.

in2aqua – Two-Year Limited Warranty (U.S./Canada)

in2aqua GmbH (“we, us, our”) warrants to the original consumer purchaser (“you, your”) that our products will be free from defects in materials or workmanship for the warranty period beginning on the date of sale and lasting for the time period stated below;

1. Electronic components and hoses including those that are components of or are connected to any other product: ONE YEAR.

2. All other products including, but not limited to, sink faucets, bidet faucets, shower valves, shower arms, shower heads and bathroom and kitchen accessories: TWO YEARS.

During the applicable warranty period we will, FREE OF CHARGE,

1. Provide parts and components needed to repair a defective product, or

2. If the product cannot be repaired, we will replace it with a like product, or

3. We will make a reasonable monetary adjustment up to the amount of the purchase price.

In no event shall our liability exceed the purchase price of the product. We may require the return of the defective product at our expense as a condition of refunding the full purchase price or replacing the entire product.

Warranties arising under state, provincial, or territorial law whether implied, statutory or otherwise, including warranties of merchantability and of fitness for use or purpose are limited to the warranty period as stated above. SOME STATES, PROVINCES, AND TERRITORIES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF IMPLIED WARRANTIES, SO THE ABOVE EXCLUSIONS OR LIMITATIONS MAY NOT APPLY TO YOU.

To make a warranty claim simply call us at (800) 257-6051 or e-mail us at info@in2aqua.com. You will need to provide your proof of purchase and a description of the problem with the product. Once you have initiated the claim, we will guide you through the rest of the process.

This warranty excludes from coverage any product failure not caused by a defect in materials or workmanship, and, in addition to and not in limitation of the above, specifically excludes:

1. Failure of a covered product due to abuse or misuse, accident, improper installation, improper or inadequate maintenance or cleaning, mineral accumulation, excessive water pressure, damage caused intentionally or through negligence, acts of God (force majeure), and normal wear and tear.

2. Products acquired from an unauthorized source or in violation of our Minimum Advertised Pricing policy or from a source outside of the U.S. or Canada or prior to December 1, 2020.

3. The cost of service labor to uninstall or reinstall the product or remove or attach any replacement part or component.

4. Injuries or damages other than to the product itself including incidental and consequential damages.

SOME STATES, PROVINCES AND TERRITORIES DO NOT ALLOW THE EXCLUSION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE EXCLUSIONS MAY NOT APPLY TO YOU. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS AND YOU MAY ALSO HAVE OTHER RIGHTS THAT VARY FROM STATE TO STATE, PROVINCE TO PROVINCE, AND TERRITORY TO TERRITORY.

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