

## In2aqua – Go Pro Limited Lifetime Warranty / Standard Parts Warranty

**WHAT IS COVERED BY THE WARRANTY** The warranty covers against defects in material or workmanship as follows: in2aqua will replace parts only or, at its discretion, replace any product or part of the product that proves defective due to improper workmanship and/or material, under normal installation, use, service and maintenance. If in2aqua is unable to provide a replacement and repair is not practical or spare parts cannot be sent in a timely fashion, in2aqua may elect to refund the purchase price in exchange for the return of the product.

**LENGTH OF WARRANTY** Replacement or repaired parts of products will be covered for the term of this warranty, as follows:

- (a) **Limited Lifetime Warranty**- If you are the original purchaser who purchased in2aqua faucets for personal, family or household purposes, and have purchased your product via a **registered in2aqua Showroom**, this warranty is extended to the original purchaser as long as they own their faucet(s). Accessories such as handshowers, showerheads and shower hoses are covered automatically by the Standard Parts Warranty and do not qualify for an Extended Lifetime Warranty.
- (b) **Standard Parts Warranty**- this warranty is valid for 2 years from the original purchase date.

**CONDITIONS AND EXCLUSIONS** In any case, this warranty shall only be valid if installation and maintenance have been duly conducted in accordance with the operating instructions and generally accepted installation practices, the operating instructions have been complied with and the in2aqua products have been used in line with the technical and maintenance instructions provided by in2aqua. Installation, usage and maintenance instructions are provided with all products or available on the in2aqua official website.

### **THIS WARRANTY DOES NOT COVER, AND IN2AQUA WILL NOT PAY FOR:**

- (a) Conditions, malfunctions or damage not resulting from defects in material or workmanship.
- (b) Conditions, malfunctions or damage resulting from (1) normal wear and tear, improper installation, improper maintenance, misuse, abuse, negligence, accident or alteration; (2) the use of abrasive or caustic cleaning agents or “no-rinse” cleaning products, or the use of the product in any manner contrary to the product instructions; or (3) conditions in the home such as excessive water pressure, water hammer or corrosion in the water lines.
- (c) Labor and other expenses for disconnection, de-installation, or return of the product for warranty service (including but not limited to proper packaging and shipping costs), or for installation or reinstallation of the product.
- (d) Products purchased through non registered showrooms.

Any costs that arise from the handling charges, dispatch and transportation of warranty parts shall be borne by the consumer. The consumer must also bear any costs, including all labor costs, arising from the inspection of the product, as well as the costs of de-installing and re-installing the product.

In requesting warranty service, you will need to provide: (1) The original showroom sales receipt or online registration form. (2) A photo(s) and written description of the problem.

If requested, delivery of the product or the defective part, postage prepaid and carefully packed and insured, to: the address provided to you by in2aqua at the time of the return. When warranty conditions are satisfied, any repaired or replacement product or part will be no charge.