

Riobel®



WARRANTY & SERVICE CALL POLICY

A DISTINCTIVE MEMBER OF THE HOUSE OF ROHL

LIMITED WARRANTY

The Riobel Inc. product you have purchased carries a Limited Lifetime Warranty on the chrome, PVD finish, blacks and all working parts. It is guaranteed from the initial purchase date against all manufacturing defects. All other finishes, including plastic components, are guaranteed for one year. All electric and/or electronic parts are covered by a 5-year limited warranty.

The warranty offered on our products will be honoured only if the installation is performed by a certified master plumber.

THE WARRANTY DOES NOT COVER:

- All charges to access the faucet.
- Installation or removal charges.
- Normal wear of the components.
- Units that have not been installed according to the manufacturer's instructions and in accordance with the rules, codes and laws currently governing plumbing installation.
- All problems resulting from improper care or use of inappropriate cleaning products. Do not use acid detergents, abrasive sponges, metallic pads, alcohol-based detergents, disinfectants or other solvents.
- Any damage caused by hard water, lime deposits or sediments.

In the event of a problem, the defective parts must be returned correctly packaged with the original proof of purchase to your original retailer. Only Riobel Inc. can authorize the replacement of a defective product with an identical or similar one, should the original become unavailable. This warranty applies to the original buyers as long as they own the property, with proof of purchase. This warranty is not transferable. This warranty does not cover any labour costs and/or any damages caused during installation, repair or replacement, or accidental or collateral damages, or freight charges. Riobel Inc. does not guarantee its products for monetary value or offer specific warranties for a specific use, or any explicit, implicit, statutory or tacit warranties other than the warranty described above.

COMMERCIAL AND INTERNATIONAL LIMITATIONS

In addition to the conditions mentioned above, the warranty period for any product installed as part of a commercial application and/or outside North America is one (1) year from the original date of purchase by the owner/user, from an authorized retailer. Technical information is subject to change without notice.

MAINTENANCE AND CLEANING

To preserve the look of your product, it should be cleaned with a mild soap, rinsed with clear water and dried with a soft cloth.

Important: Do not use abrasive, irritant or corrosive products (such as detergents or other products containing ammonia). Always rinse and/or clean the faucets after having sprayed cleaning products onto other surrounding surfaces, including mirrors and ceramic tiles. These cleaning products' mist may damage your faucets' finish.

SALES TERMS AND CONDITIONS

- Payment terms: 30 days net.
- Price F.O.B. from our warehouse.
- Prices are subject to change without notice.

PRODUCT RETURNS

- All transportation costs will be borne by the retailer.
- A 25% restocking fee will be charged to the retailer.
- All merchandise must be in its original package.
- Merchandise must not be damaged.
- We reserve the right to decline product returns at any time.
- All transportation claims must be made by the retailer. Our responsibility ceases when merchandise is delivered to the carrier.
- Only parts with manufacturing defects will be replaced free of charge.

Please know that our limited lifetime warranty covers only parts and does not cover installation, removal of our products or freight charges. However, to ensure the best possible service to our customers, we have established a procedure to request a service call.

The consumer must first contact the distributor where the merchandise was purchased. A call will not be processed if the distributor has the consumer contact us directly. In such a case, we will redirect the call to the distributor. This procedure aims to improve the efficiency of the service calls, since the communication is sometimes more complex with customers (ex: unable to identify the item number, etc.). As a result, the wrong product or parts were often sent in the past.

The distributor must send us, by fax or e-mail, the service call form properly filled out with a proof of purchase. It is important to include the product code, date of purchase and as much detail as possible about the problem, as well as the malfunction diagnosis.

In the case of a more technical call, we may contact the consumer directly to give him/her the necessary information. If a part must be replaced, it will be sent along with its installation guide to the distributor, with the consumer's name shown on the box. It may also be sent directly to the customer at his or her own expense.

This procedure was created to improve efficiency and speed of service for our customers. Thank you for your understanding.

CONTACT US

For more information, please contact our Customer Service Department

QUÉBEC AND ATLANTIC CANADA

Tel.: 450-432-0442
1-866-473-8442

Customer Service: Ext. 1
E-mail: orders@riobel.ca

Technical Support: Ext. 2
E-mail: service@riobel.ca

Fax: 450-432-1095
1-888-909-8442

ONTARIO AND WESTERN CANADA

Tel.: 905-856-9090
1-888-287-5354

Customer Service: Ext. 1
E-mail: torontoorders@riobel.ca

Technical Support: Ext. 2
E-mail: service@riobel.ca

Fax: 905-856-7185

BRITISH COLUMBIA

Tel.: 604-421-5665
Fax: 604-421-5489