

## LIFETIME LIMITED WARRANTY

CRANACH, dedicated to the utmost quality and craftsmanship, offers a Lifetime Limited Warranty for its shower systems. This warranty applies to the initial purchase and covers defects in materials or workmanship. Proof of purchase is required to file a claim under this warranty.

The manufacturer guarantees that the product is free from manufacturing defects for the duration of the warranty period stated above. Please ensure to retain a copy of the original invoice as it serves as your proof of purchase.

In the event of a defect, CRANACH reserves the right to either: (1) replace the defective part or product at no charge; (2) reimburse the original purchase price of the product, which is valid for 30 days from the delivery date.

CRANACH recommends that a certified professional plumber performs the installation. CRANACH will not be held liable for any damages or product failure due to improper installation, misuse, or the absence of a licensed professional during installation.

## WARRANTY COVERAGE EXCLUSIONS:

This warranty does not cover defects or damage caused by the use of non-CRANACH original parts. Furthermore, any damage resulting from faulty installation, product abuse, improper use, or the use of abrasive cleaners or solvents is not covered by this warranty. Labor charges and/or damage incurred during installation, repair, or replacement are also not the responsibility of CRANACH.

## LIMITATIONS OF LIABILITY:

Except as required by law, this warranty replaces all other warranties, conditions, and guarantees, whether expressed or implied, statutory or otherwise, including but not limited to merchantability or fitness for a particular purpose. In certain states, provinces, and countries, the exclusion or limitation of incidental or consequential damages may not apply.

## RESPONSIBILITIES OF OTHERS:

Inspecting the unit prior to installation is the responsibility of the installer or building contractor who acts on behalf of the user. They are responsible for ensuring the unit is free of defect or damage. In the event of a problem, the unit must not be installed. CRANACH is not responsible for failures or damage that could have been discovered, repaired, or avoided by proper inspection and testing prior to installation.

Damage occurring in transit is the responsibility of the carrier. The user or installer **MUST** open the crate and inspect the unit for damage when it is delivered. If damage is discovered, it must be reported immediately to CRANACH and the carrier in writing.

When requesting warranty service, be sure to have the following:

- Copy of original invoice
- Date of installation
- Description and pictures of defect
- Model number or description of model

To obtain warranty service and replacement parts, please contact the CRANACH Customer Service Team. CRANACH will determine whether to repair or replace your product, or issue a refund.