

WARRANTY

Novatto products have been made under the highest standards of craftsmanship and quality. Due to the natural characteristics of our handcrafted stone products and the artisan process, variations in dimensions, veining, voids, crystalline structuring, coloration and other variances are expected and not considered defects. These distinctions are what make each piece beautifully unique. Novatto offers no warranty with respect to the textured finishes on the stone products, as the texture will naturally change over time and use. Novatto's stone sinks offer a limited lifetime warranty for defects in workmanship and/or materials for all of our collections when the product was purchased through an authorized Novatto dealer.

Under no circumstance will Novatto Inc. be held responsible for any damage as a result during or after product installation. Novatto accepts no liability for any damages to the floor, walls, plumbing or personal injury during installation. We will not be responsible for any labor or installation charges, or any other expenses associated with a defective product. Novatto Inc's only responsibility is the replacement, exchange, or repair of a defective product.

If you believe you have a warranty claim, contact Novatto, either through your local Dealer, Plumbing Contractor, Home Center, or by writing: Novatto, Inc., Attn.: Product Support, 3533 E. Corona Ave., Phoenix, AZ, 85040, USA.

Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, color, finish, the date the product was purchased and from whom the product was purchased. Also include your original invoice. For other information, or to obtain the name and address of the service and repair facility nearest you, write to the above address or email: productsupport@novattoinc.com.

Much of the stone carving is done by hand with calculated blows from a hammer and chisel. We do use some small diamond saws and hand-held polishing tools, but because the sinks are not "machined" each will be a little different. They will not be perfectly symmetrical and there will be small variations in size. To be sure Novatto's product fits perfectly in your home, we recommend purchasing the product first and then build accordingly.

Need more help?

Feel free to contact our technical support anytime at 844.404.4242 or email us at: productsupport@novattoinc.com. More information is also available at: www.NovattoInc.com.

Get the most out of your Novatto sink by registering!

By registering, you verify Novatto's product's warranty. Plus you will receive helpful tips and product information, learn of special events and much more.

FAQs

Do I need to seal my stone sink?

Most stone is porous to a degree, therefore it is important to protect your sink against harmful substances in every day use. All sealers will break down over time and become less effective. Your stone sink will come with Glacier Ice which should be applied. We then recommend re-sealing with Glacier Ice every year or two. If your stone sink is properly sealed, it will pretty much last for hundreds of years!

Should I hire or consult a professional?

One average sized sink made of natural granite can weigh around 300 pounds! So, your sink may require custom cabinetry, as well as additional reinforcement in order to guarantee proper fit and safety. We highly recommend hiring an experienced cabinet maker for help.

Each sink will vary slightly in size because of the manufacturing process. Therefore, we suggest that you provide your cabinet maker with the actual sink to ensure a custom and safe fit. Otherwise, a poorly reinforced cabinet may lead to accidents, personal injury, or destruction of your sink.

Considering stone is designed by mother nature, what differences should I expect?

Since all of our sinks are created by mother nature, sculpture, and hand-polished by our stone artisans, you will see variations in texture, veining, or color, all of which make your sink unique!

Is there a template for my stone sink?

As our sinks are handcrafted, we recommend using the actual sink for the cutout. Also, remember to ensure there is adequate space behind the sink for faucet and back-splash, plus, make sure there is full range of motion for faucet handles and spout.