

LIMITED LIFETIME WARRANTY

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LIMITED LIFETIME WARRANTY

GROHE provides the following warranties on its products to the original purchaser installed in a residential application. This warranty is effective for all products sold after July 1, 2020. **For products sold prior to July 1, 2020.**

For residents of the United States, warranty information may also be obtained by clicking.

WHAT WARRANTIES ARE PROVIDED?

Mechanical Warranty:

A Limited Lifetime Warranty is provided on all mechanical parts to be free from manufacturing defects in materials and workmanship under normal use for as long as the original purchaser owns their home.

Electronic faucets, valves and controls warranty:

GROHE warrants that its electronic faucets, valves and controls to be free from manufacturing defects in material and workmanship under normal use for five (5) years from the date of purchase by or for the original consumer owner.

Finish warranty:

A Limited Lifetime Warranty is provided on all GROHE product finishes to the original purchaser against manufacturing defects in materials and workmanship.

Commercial Products:

GROHE warrants its products installed in a commercial application to be free from manufacturing defects in materials and workmanship under normal commercial use for a period of five (5) years from the date of purchase by or for the original consumer owner. GROHE warrants all wall carrier products installed in a commercial application to be free from manufacturing defects for a period of ten (10) years from the date of acquisition by original owner. Commercial application is defined as installations in apartments and other rental units, non-residential facilities, hotels, commercial businesses and/ or other public accommodations.

WHAT LIMITATIONS DO APPLY?

Please note that our products are stringently tested against common use situations, however they are not tested in an outside environment in which products may be exposed to salt, temperature changes, harsh conditions or other weather-related elements that may affect finishes. It is critical to protect products from frost by removing during the winter months. Products used outside will be protected by one-year warranty only.

Please note: warranties do not cover normal “wear and tear.”

THIS WARRANTY IS LIMITED SOLELY TO THE ABOVE AND THIS WARRANTY AND ANY WARRANTIES IMPLIED BY STATE LAW WILL APPLY ONLY FOR THE APPLICABLE WARRANTY PERIOD SPECIFIED HEREIN. ALSO, GROHE WILL NOT BE LIABLE FOR ANY LOSS, DAMAGE, EXPENSE OR INCIDENTAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, WHETHER BASED ON WARRANTY, CONTRACT OR NEGLIGENCE AND ARISING IN CONNECTION WITH THE SALE, USE OR REPAIR OF THE PRODUCT. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. UNLESS OTHERWISE CONTRARY TO STATE LAW GOVERNING THE PURCHASE, GROHE'S LIABILITY WILL NOT EXCEED THE CONTRACT PRICE FOR THE PRODUCT CLAIMED TO BE DEFECTIVE OR UNSUITABLE.

WHAT IS EXCLUDED FROM THIS WARRANTY?

This warranty is extended to the original consumer owner, but does not cover installation, labor charges or other incidental or consequential costs and shall not apply to any products or parts of products which have been:

- A) Repaired by unqualified persons or not using original GROHE spare parts or altered in any manner unless previously authorized in writing by GROHE; or
- B) Damaged as a result of misuse, negligence, accident or faulty installation or maintenance; or
- C) Installed or used in a manner contrary to GROHE's printed instructions; or
- D) Damaged by the effects of dirt, limescale or aggressive cleaners.

This is the exclusive warranty by GROHE, which does not make any other warranty of any kind, including the implied warranty of merchantability. This warranty excludes all filter, cooler & heater parts and accessories; outdoor, marine applications, industrial, commercial, and business usage whose purchasers are extended a one (1) year limited warranty from the date of purchase, with all other terms of this warranty.

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Because GROHE cannot control the quality of products sold by unauthorized sellers, this warranty applies only to GROHE products which were purchased from AS America, Inc. or an authorized seller of GROHE products, unless otherwise prohibited by law. GROHE reserves the right to reject warranty claims from purchasers for products purchased from unauthorized sellers, including unauthorized Internet sites.

WHAT WILL GROHE DO IN CASE OF A WARRANTY CLAIM?

At the company's discretion, GROHE will repair or replace any part or finish that proves to be defective in material and/or workmanship under normal installation, use and service.

Replaced products or parts are warranted only for the period remaining under the initial warranty at the time of replacement.

For Commercial warranties – standard batteries, Aquatunes, F-Digital, GROHE Blue® and Touch are not included in the warranty.

WHAT IS NECESSARY TO CLAIM WARRANTY?

Proof of purchase (copy of your original receipt, purchase order or invoice), the date the product was purchased and the installation date will be required.

HOW TO FILE A WARRANTY CLAIM?

If you believe that you have a warranty claim, contact AS America, Inc., either through an authorized GROHE dealer or re-seller, or by writing:

In the United States

AS America, Inc.

One Centennial Avenue

Piscataway, NJ 08855

Attn: Director of Consumer Affairs

Please be sure to provide all pertinent information regarding your claim, including your sales receipt, a complete description of the problem, the product, model number, color, finish, purchase date, installation date, and from whom the product was purchased.

For other information, or to obtain the name and address of the service and repair facility nearest you, call (800) 444-7643 in the United States.

Please allow 7 to 14 business days for warranty processing.

AS America, Inc. is committed to customer satisfaction, and we will honor all applicable express warranty terms and conditions provided with the product.