KINGSTON
KITCHEN & BATH

# OVERVIEW

At Kingston Brass, we value every single homeowner who chooses to use our products. Please read carefully as this concerns your rights and obligations once you have purchased and used our products. It is assumed that you have read, understood, and agreed with the terms as set forth in this warranty. Kingston Brass will replace “free of charge”, during the warranty period, any part that proves defective in material and/or workmanship under normal installation and use.

# REQUIREMENTS FOR WARRANTY REQUEST

1. A copy of sales receipt, order detail or invoice required. (Must be clear to read with purchase date, model number, store name)
2. A brief description of the issue – to provide the diagnosis from owner or professional
3. An image and video will be required when the issue is relating to a mechanical or workmanship defect. Example: “There is an issue with my faucet color finish”.
4. Confirm full shipping address information including your phone number and apartment number if applicable

Please provide the required information, so that we can swiftly review your warranty case and respond as quickly as possible.

To start your Warranty Request, please email us at warranty@kingstonbrass.com, with the required information.

# NOTIFICATION DISCLAIMER

Within 30 days of purchase the customer must notify Kingston Brass, Inc. of any issues pertaining to the original order, including but not limited to the following:

- Missing Parts from products (ie handles, screws, etc.)
- Missing Products from Order
- Wrong Products Received
- Products Damaged in transit

If you have any of these issues, you have 30 days from date of purchase to contact Kingston Brass, Inc. and make a claim. After 30 days we will be unable to ship missing parts or products, replace lost products or damaged products. However, your products will be covered under the applicable Kingston Brass Inc. warranty coverage for claims of defect under normal use.

# FINISH DISCLAIMER

Kingston offers several special finishes that fall into two main groups: antiqued/distressed and living. Our antiqued/intentionally distressed finishes include Antique Brass, Antique Copper, Naples Bronze, and Brushed Black Stainless Steel. Our living finish is Oil Rubbed Bronze.
Antiqued/distressed finishes have had a darkener applied to create the appearance of patina and age. Due to the nature of plating and distressing processes, each production lot of these finishes varies slightly in brightness and tone. Some degree of inconsistency between items in antiqued or distressed finishes should be expected. We cannot guarantee an exact match between items in these finishes. The differences in tone and brightness are a variation rather than a flaw or defect. Living Finishes change over time. Our Oil Rubbed Bronze will patina over time such as taking on highlights in high-touch areas. We consider this dynamic nature a feature that gives each faucet a unique character over its lifetime of use and does not constitute a defect or flaw. Like our antiqued/distressed finishes, some degree of inconsistency between living finish items should be expected. We cannot guarantee an exact match between items in Oil Rubbed Bronze.

# CAUTION!!!

1. Prior to installing the faucet, water lines must be flushed clean of debris and particles that may be present to avoid the clogging of cartridges or
aerator causing mal-function, leakage or reduce in flow.
2. Warranty will be void if water lines are not properly flushed prior to installing the faucet.
3. Use of abrasives cleaners of any strength may damage the finish of your faucet and will void this warranty.
To obtain warranty service, contact the Dealer, Plumbing Contractor, Home Center or E-tailer, or contact Kingston Brass by calling 1-877-252-7277
or write to Attn: Warranty Department, 12775 Reservoir Street, Chino, CA 91710.

# FITMENT AND COMPATIBILITY DISCLAIMER

Kingston Brass, Inc. assumes no liability related to the product use and fitment of its products. Buyers are solely responsible to ensure that product use and fitment is consistent with our Kingston Brass, Inc. installation instructions and guidelines. Kingston Brass, Inc. is unable to guarantee the compatibility of its products, including Side-Sprays, Showerheads, valves, handles or other items with other brands. Our products are intended for use with compatible Kingston Brass products only. Products such as Kitchen Side Sprays should never be installed directly to a supply line, stop valve, or any other continuously flowing/pressurized source.

# KINGSTON BRASS™ FAUCETS
## (10) YEAR LIMITED WARRANTY

Kingston Brass warrants its faucets to be flawless during normal residential use. This product warranty applies only to Kingston Brass Faucets installed in the United States and Canada ONLY. If the faucet should leak or drip during normal use, you may obtain warranty parts through the original place of purchase. If these parts are unavailable from the original place of purchase, then Kingston Brass, Inc. will, free of charge, mail the original owner the cartridge or parts necessary to repair the

faucet to a good working condition. All warranty parts will be shipped freight prepaid ground service. If expedited shipping is requested customer will be responsible for freight charges.

Kingston Brass also warrants all other aspects of the faucet including finish, to be free of defects in material and workmanship during normal residential use within 10 (ten) years from the date of purchase to its original owner, on all finishes including matte black EXCEPT oil-rubbed bronze since it is a living finishes and as such, color changes are part of normal living finish behavior. Oil-rubbed bronze faucets do still carry Kingston Brass' 10-year mechanical warranty. Never use cleaners containing abrasives, ammonia, bleach, acids, alcohol, solvents or other ingredients not recommended for metallic finishes or surfaces as this will void the item's (or items') warranty.

If a defect is found in normal residential use, Kingston Brass will, at its election, repair, provide a replacement part or product, or make an appropriate adjustment. Damage to a product caused by improper installation, accident, misuse, or abuse is not covered by this warranty. Improper care and cleaning will also void the warranty.

Proof of purchase (original sales receipt or other appropriate documentation as outlined earlier in the warranty requirements section) MUST be provided to Kingston Brass, Inc. with all warranty claims. Kingston Brass will not be held responsible for labor charges, installation, or other incidental or consequential cost. *In no event shall the liability of Kingston Brass, Inc. exceed the purchase price of the item purchased.

SPECIAL FINISHES:
Warranty does not apply to special or living surface finishes such as Oil Rubbed Bronze, Dark or Old Bronze as living finishes will change over time
as a result of a normal process and may look different than at the time of purchase, therefore these items are warranted for functionality only. Oil
Rubbed Bronze, Dark or Old Bronze components may vary in shade at the time of shipment. This warranty is limited to the replacement of defective
parts only, labor charges and/or damage resulting from improper installation, repair or replacements, as well as incidental and consequential damages
connected therewith are excluded. Any damage to this faucet as a result of misuse, abuse, neglect, accident or improper installation or any use not
consistent with the instructions furnished by us, will void this warranty.

*Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

**NEVER USE CLEANERS CONTAINING ABRASIVE CLEANERS, AMMONIA, BLEACH, ACIDS, ALCOHOL, SOLVENTS OR OTHER PRODUCTS NOT RECOMMENDED FOR METALLIC FINISHES. THIS WILL VOID THE ITEM'S (OR ITEMS') WARRANTY.*

# KINGSTON BRASS™ CAST IRON TUBS, ACRYLIC TUBS, TOILETS, VESSEL SINKS, WASH BASINS, AND STAINLESS STEEL SINKS

## (1) YEAR LIMITED WARRANTY

Kingston Brass sinks, tubs, and toilets are warranted to be free of defects in material and workmanship for ONE YEAR from original purchase date.

Kingston Brass will, at its election, repair, replace or make appropriate adjustment where Kingston Brass inspection discloses any such defects occurring in normal usage within ONE YEAR after the purchase to its original owner. Proof of purchase (original sales receipt or other appropriate documentation as outlined earlier in the warranty requirements section) MUST be provided to Kingston Brass with all warranty claims. Kingston Brass will not be held responsible for labor charges, installation, removal, or other incidental or consequential costs. *In no event shall the liability of Kingston Brass Inc. exceed the purchase price of the item purchased.

SPECIAL FINISHES:
Warranty does not apply to special or living surface finishes such as Oil Rubbed Bronze, Dark or Old Bronze as living finishes will change over time
as a result of a normal process and may look different than at the time of purchase, therefore these items are warranted for functionality only. Oil
Rubbed Bronze, Dark or Old Bronze components may vary in shade at the time of shipment. This warranty is limited to the replacement of defective
parts only, labor charges and/or damage resulting from improper installation, repair or replacements, as well as incidental and consequential damages
connected therewith are excluded. Any damage to this faucet as a result of misuse, abuse, neglect, accident or improper installation or any use not
consistent with the instructions furnished by us, will void this warranty.

*Some States do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights which vary from State to State.

**NEVER USE CLEANERS CONTAINING ABRASIVE CLEANERS, AMMONIA, BLEACH, ACIDS, ALCOHOL, SOLVENTS OR OTHER PRODUCTS NOT RECOMMENDED FOR ACRYLIC OR ENAMELED FINISHES. THIS WILL VOID THE ITEM'S (OR ITEMS') 1-YEAR LIMITED WARRANTY. USE OF IN-TANK TOILET CLEARNERS WILL ALSO VOID THE ITEM'S (OR ITEMS') 1-YEAR LIMITED WARRANTY.*

# OBTAINING WARRANTY SERVICE

To obtain warranty service and replacement part, contact the dealer, plumbing contractor, e-tailer or contact Kingston Brass by calling **1-909 548-6611** or emailing us at: warranty@kingstonbrass.com or by writing:

**Kingston Brass**
**Warranty Department**
**12775 Reservoir St.**
**Chino, CA 91710**