



**Warranty At Sloan, our warranty is more than a statement; it's a lifetime commitment to our customers.**

#### **Sloan Valve Limited Warranty**

Unless otherwise noted, Sloan Valve Company warrants its products, manufactured and sold for commercial or industrial uses, to be free from defects of material and workmanship for a period of three (3) years (one year for SF faucets, special finish and PWT electronics and 30 days on PWT software) from the date of first purchase. During this period, Sloan Valve Company will, at its option, repair, replace, or refund the purchase price of any product which fails to conform with this warranty under normal use and service. This shall be the sole and exclusive remedy under this warranty. Products must be returned to Sloan Valve Company, at customer's cost. No claims will be allowed for labor, transportation or other costs. This warranty extends only to persons or organizations that purchase Sloan Valve Company's products directly from Sloan Valve Company for purpose of resale. This warranty does not cover the life of batteries.

There are no warranties which extend beyond the description on the face hereof. In no event is Sloan Valve Company responsible for any consequential damages of any measure whatsoever.

#### **Sloan Valve Return Policy**

Products which are determined to be defective or shipped incorrectly by Sloan Valve Company will be credited at invoice price. Products returned for reasons other than defects or Sloan shipping errors are subject to a 25% handling charge, return freight is at customer's expense. **All returns of Special Finish, Special Order, Scrub Sinks and SloanStone product are subject to a minimum 50% handling charge and must be returned within one year.** If the invoice is not available, then credit will be issued based on the previous price sheet, if the price sheet is less than a year old. All returns must be authorized by the factory prior to returning. The factory will

issue a return material authorization (RMA) number. The RMA number must be written on the shipping label, each load inspection and all related documentation.

All returned material should be returned in the original, unopened shipping cartons, or suitably packed. The material is to be packaged such that it will not be damaged during the return.

Material over two years old is subject to a 50% handling charge. **Manual product/parts over five (5) years old and electronic product over three (3) years old will not be accepted. PWT electronics will not be accepted after one year.**

Deductions will be made for any material returned that is not in saleable condition. **Material not in saleable condition will be returned to customer or scrapped at customer request.**

When material is to be returned, call your representative, who will contact the factory for an RMA number.

The following information will be necessary:

- A. Invoice Number
- B. Product Part Number
- C. Product Code Number
- D. Product Date Code
- E. Quantity
- F. Reason for return requests (be specific, “defective” is not a reason). Material returned as defective but, on inspection, is found to be serviceable will be subject to credit reduction. A test report will be available on request.
- G. All returns are to be freight prepaid.

The RMA number must be on each load and each container.

### **Sloan *FLUSHMATE*<sup>™</sup> Warranty**

For all Flushmate Warranty inquiries please go to <https://www.flushmate.com/warranty/>