

WARRANTY & CERTIFICATIONS

The Warranty

Our warranty does not cover damage caused by:

Lightning, fire, misuse, neglect, poor maintenance, thermal shock (flames, cigarettes, boiling water ...), damage following to delivery (contact from transport, handling ...), misuse, natural or chemical corrosion.

All alterations or modifications on a Produits Neptune Rouge bathtub automatically nullify all warranties. In the event of breakage, Produits Neptune Rouge must be informed within ten (10) days following the damage.

In keeping with manufacturer standards, the warranty is limited to the repair or replacement of the bathtub. No compensation may be claimed from the manufacturer resulting from loss of use, time, income, miscellaneous fees, inconvenience, materials, workmanship or any costs of removal or replacement of a defective product.

No other agreements or implicit promises are included in this warranty.

PRODUITS NEPTUNE ROUGE QUALITY

Your product has been inspected and tested by our specialists and is compliant with our high Produits Neptune Rouge quality standards.

ETL CERTIFICATION

Our products and their components have received ETL certification, which attests to their quality and reliability.

WARRANTY

Each Produits Neptune Rouge product has been subjected to rigorous quality controls and we guarantee that it conforms to the highest quality standards. In order to ensure a trouble-free installation, we strongly recommend that you read the installation manual and our warranty terms joined with the product carefully before beginning any work. Our warranty covers parts and labor for repairs only and does not cover additional costs related to defective product replacement.

BATHTUBS

ROUGE ACRYLIC SHELL: Produits Neptune Rouge guarantees that acrylic units are free of any defects in materials and workmanship under normal use and service for a period of ten (10) years starting from the initial date of purchase by the owner/user, contractor, or builder from an authorized dealer.

FAUCETS AND DRAIN

Limited lifetime warranty against manufacturing defects on all parts including cartridges.

FAUCETS: Limited lifetime warranty on Chrome finish.

SHOWER TOWER: Limited 3-years warranty on Chrome finish and hand shower limited 1-year warranty on Chrome finish.

DRAIN: Limited lifetime warranty on Chrome finish.

PARTS: Limited 1-year warranty against manufacturing defects.

IMPORTANT!

- When a showroom product is sold, the warranty period begins on the date of purchase from Produits Neptune Rouge by the retailer.
- For commercial use, all products have a 1-year warranty against manufacturing defects.
- The Produits Neptune Rouge warranty is solely for the personal household use of the original owner/user and starts on the date of purchase from Produits Neptune Rouge by the retailer. The warranty will take effect when the original owner/user presents the original bill of sale. The warranty is not transferable to subsequent owners. All products replaced or repaired by a qualified and certified technician during the warranty period will still be covered for the remainder of the original warranty.
- This warranty shall not apply in the case of non-compliant or incorrect operating procedures, breakage or damage caused by normal wear and tear, fault, negligence, abuse, misuse, misapplication, improper maintenance, alteration or modification of the product, as well as chemical or natural corrosion, fire, flood, or any other fortuitous event. This warranty shall not apply to stains or malfunctions caused by natural disaster, ferrous water, hard water or salty water.
- Like any product of lasting quality, Produits Neptune Rouge products and accessories require a certain amount of upkeep to preserve their finish. Clean your new Produits Neptune Rouge product with a mild soap, rinse thoroughly with warm water, and dry with a clean, soft cloth. Never use cleaning products containing abrasive agents, ammonia, bleach, acid, wax, alcohol, or solvents. Failure to comply with these maintenance instructions may invalidate the Produits Neptune Rouge warranty.
- No return on products sold in liquidation.
- No warranty on products sold in liquidation.
- No return on products sold more than 3 months ago.
- 1-year guarantee on purchased parts.



Intertek