

At Kingston Brass, we value every single home owner who chooses to use our product. All parts and finishes of the Kingston Brass faucet are warranted to the original consumer to be free from defects in material and workmanship as long as the original consumer owns it. Kingston Brass recommends having a professional plumber for all installation and repair. Please read carefully as this concerns your rights and obligations as once you purchased and used our products, it is assumed that you have read, understood and agreed with the terms set as following. 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.  
Kingston Brass Faucets.

### **10 YEAR LIMITED WARRANTY**

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

Kingston Brass also warrants all other aspects of the faucet or accessories, to be free of defects in material and workmanship during normal residential use within (10) ten years from the date of purchase to it’s original owner, EXCEPT Oil Rubbed Bronze and Dark Bronze since they are considered Living Finishes and as such, color changes are part of the normal Living Finish Behavior, However Oil Rubbed Bronze and Dark bronze Faucets still carry Kingston Brass’ 10 year mechanical warranty. Kingston Brass will, at its election, repair, provide replacement part(s), or make appropriate adjustment. Damage to any product caused by accident, misuse, or abuse will void the faucets (10) year limited warranty. Improper cleaning and care will also void the faucets warranty. Proof of purchase (original sales receipt) 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.

To obtain warranty service please contact your Original place of purchase, Plumbing Contractor or you may contact Kingston Brass by calling:

**1-877-2KBRASS (252-7277)** or emailing us at: **techsupport@kingstonbrass.com** or **warranty@kingstonbrass.com**

**\*NEVER USE CLEANERS CONTAINING ABRASIVE CLEANERS, AMMONIA, BLEACH, ACIDS, WAXES, ALCOHOL, SOLVENTS OR OTHER PRODUCTS NOT RECOMMENDED FOR CHROME FINISHES. THIS WILL VOID THE ITEMS 10 YEAR LIMITED WARRANTY.**

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Kingston Brass Inc. Cast Iron Tubs, Acrylic Tubs, Toilets, Vessel Sinks, Wash Basins and Stainless Steel Sinks.

## **ONE 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) MUST be provided to Kingston Brass with all warranty claims. Kingston Brass is not responsible for removal or installation costs. Use of in-tank toilet cleaners will VOID the item(s) ONE YEAR warranty.

Some states/provinces do not allow limitation on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights which vary from state/province to state/province.

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To obtain warranty service and replacement part, contact the dealer, plumbing contractor, e-tailer or contact Kingston Brass by calling (909) 548-6611 or by writing:

Kingston Brass  
Warranty Department  
12775 Reservoir street,  
Chino, CA91710.

Any questions or concerns regarding our warranty plan, please e-mail us at [warranty@kingstonbrass.com](mailto:warranty@kingstonbrass.com) or call (909) 548-6611.

## RETURN & EXCHANGE POLICY

All products are sold as “Brand New” in its original package. Please make sure the merchandise is what you want and it will work with your fixture. If you are not sure, please send us an email for free assistant before placing order.

If you encounter any problem such as missing part or defective within 30 days of purchase, please contact us immediately to obtain a RMA – Return Merchandise Authorization before shipping back to us. We will repair or replace at our own discretion. If your purchase is over 30 days, please contact the manufacturer directly for further warranty service or technical issue. Products sold for over 30 days from date items are received are not returnable nor exchangeable.

Products sold “AS IS” do not have such service or any service from manufacturers because it may not be tested or checked to see if it comes with complete parts. Buyers’ own discretion is advised. Any other types of return are subject to the following conditions.

1. Buyer must obtain RMA number, follow the return instruction and pay to ship the product back to our warehouse at your own cost. Return without RMA number will not be processed.
2. Buyer agrees to pay a **25% restocking fee** per item in your order, this charge may be made in advance or deduct from your credit.
3. All returned items must be in its original packaging, no sign of physical damage, parts shortage, or the return will not be credited to a full amount.

\*\*\* Please shop responsibly, make sure the merchandise is what you want and it will work with your fixture before order. We try to keep the operation cost down and pass this saving to you. Charging 25% per item restocking fee on our customers is something we would rather not happen. If you need help choosing your fixture, we provide FREE assistant. Please email us to clarify before placing your order.

All refund will be credited back to its original payment method, **no return or exchange after 30 days**. Refund usually made within 5-7 business days after receiving of the returned products. No refund or exchange will be made before receiving of your returned products.