

Pearl® Limited Lifetime Warranty

PEARL® provides a limited lifetime warranty on all stainless steel and ceramic sinks as long as the original purchaser owns the home in which the PEARL® Product was originally installed.

This warranty exclusively covers manufacturing defects in material and workmanship of PEARL® sink and faucet products (the “Product”) during normal residential use for as long as the original purchaser owns his or her home. Finish reduction, scratches, staining or acid/alkaline etching over time due to normal usage, cleaning practices, or atmospheric conditions, are not manufacturing defects and are not covered under this warranty. PEARL® will not be responsible for any incidental or consequential costs associated with the removal or installation of the sink, the faucet, or its accessories. Exclusive warranty coverage starts from the invoice date of the products. Any returned materials must be accompanied by a return requisition form and return requisition identification number from the PEARL® RMA requisition department.

Proof of purchase will be required, and the retrieval of this information will be the product owner's responsibility in order to verify warranty benefits. This warranty only covers products sold on or after July 1st, 2017. (Commercial applications are not applicable to any warranty coverage).

Exclusive Remedy

In the event of any defect in the Product that breaches the foregoing warranties, PEARL®, at its option, will repair or replace the defective part of the Product. PEARL® is to be notified with a description of the problem to claim the defective product. In order to notify PEARL® and receive assistance or service under this warranty, the original purchaser may: (1) call 1-604-242-1601 for a consumer service representative who can assist you, or (2) write the consumer service department c/o PEARL® Inc., 115-1231 Burdette Street, Richmond BC, V6V 2Z2, and include a description of the problem, model number, location of purchase, your name, address, phone number and approximate date of purchase, or (3) email PEARL® customer service department by going to www.PearlSinks.com, or (4) notifying the location or distributor from which the Product was purchased. You may be required to return the Product to PEARL® for inspection and proof of purchase may be required.

Limitations & Exclusions

PEARL® WILL NOT BE LIABLE FOR ANY OTHER DAMAGES OR LOSSES, INCLUDING, BUT NOT LIMITED TO, INCIDENTAL AND/OR CONSEQUENTIAL DAMAGES, REGARDLESS OF THE LEGAL THEORY ASSERTED, INCLUDING ANY CLAIM OR BREACH OF WARRANTY HEREUNDER OR ANY OTHER CAUSE, AND WHETHER ARISING IN CONTRACT OR IN TORT (including negligence and strict liability).

All of the above warranties do not cover damages resulting from improper maintenance, repair, cleaning or installation, misuse, abuse, alterations, accidents, natural deposits, natural oxidation, erosion, or force majeure. Damage to the product caused by accident, misuse or abuse is not covered by this warranty. Failure to comply with cleaning instructions may void this PEARL® warranty. PEARL® reserves the right to discontinue or modify any product at any time. All sinks and faucets should be installed by qualified plumbing professionals. PEARL® is not responsible for any issues that arise due to inadequate plumbing.

If you require assistance with installation or malfunction, please contact PEARL® Consumer Service at www.pearlsinks.com or 1-604-242-1601.

*Labour, shipping and handling not included

