

Pearl® Faucet Warranty

Consumers with PEARL® faucets purchased after July 1st, 2017 are eligible for PEARL® Faucet Limited Lifetime Warranty.

PEARL® Faucet Limited Lifetime Warranty covers replacement parts which include: a) leaking or malfunction of the faucet head, b) faucet handle if proven to be a manufacturing defect, c) faucet cartridge, d) other faucet components if proven to be a manufacturing defect. Further faucet problems that extend beyond the above-mentioned may be covered by the PEARL® Faucet Limited Lifetime Warranty at the discretion of PEARL®. Only replacement parts covered in the Pearl® Faucet Limited Lifetime Warranty are free of charge. PEARL® is not responsible for any shipping and handling costs.

PEARL® Faucet Limited Lifetime Warranty does not cover finish reduction, scratches, staining, acid/alkaline etching, damage from chemicals such as alcohol and solvents, damage from cleaning practices, damage from abrasive cleaners, damage from atmospheric conditions, hose fatigue due to natural wear and tear, fatigue to the faucet due to excessive force, or reduced flow due to blockages from external debris. The liability of PEARL® only covers the PEARL® faucet and shall not exceed the purchase price of the faucet. PEARL® will not be responsible for any incidental or consequential costs associated with the removal or installation of the faucet or its accessories. This includes any damage and or costs from repair, replacement, or labour. Any subsequent damage or incidents associated with the faucet will not be the responsibility of PEARL®. This includes flooring damage, water stains, cabinet damage, appliance damage, or accidents resulting in physical harm. The responsibility of PEARL® only extends to the physical component of the faucet, any damages and harm resulting outside of the physical faucet are the responsibilities of the homeowner and installer. The PEARL® Faucet Limited Lifetime Warranty extends only to the expected lifetime service of the faucet. The expected lifetime service of the faucet is 10 years. Pearl® Faucet Limited Lifetime Warranty extends up to 10 years of the original purchase date or date of occupancy in the original homeowner home. Installations that do not follow the PEARL® instructions manual are not the responsibility of PEARL®. PEARL® strongly recommends all installations be installed by licensed professionals. All installations are required a waterline pressure test to ensure no debris slips into the hose. PEARL® is not responsible for any clogged hoses or reduced water flow as a result of dirty waterlines. PEARL® faucets are only warrantable for home use only, any commercial usage voids warranty.

To be eligible, the homeowner must be the original purchaser of the faucet. If the home where the faucet resides has changed owners, the warranty will be voided. Warranty is voided if the PEARL® product was relocated from its initial place of installation, which includes installation to a different sink within the building, relocation of faucet to a new home, installation of faucet after the rebuilding of the original home, installation on commercial property, subjected to commercial use. Warranty will be voided if the faucet has been subjected to faulty maintenance, faulty installation, or misuse of the product.

To qualify for PEARL® Faucet Limited Lifetime Warranty, the homeowner must provide proof of authenticity of the faucet and proof of purchase. Documents acceptable for proof of purchase include: original receipt from a dealer, packing slip from the dealer, or invoice from the dealer. To prove the product in question is a PEARL® faucet, the homeowner must provide pictures of the whole faucet and a picture of the PEARL® logo. The picture of the whole faucet must be clear and identifiable as a PEARL® faucet. A picture of a disassembled faucet does not meet the requirements of a clear identifiable picture. The picture of the PEARL® logo must clearly show the logo, pictures distorted or modified by software voids warranty.