

victoria ⊕ albert®



WARRANTY &
SERVICE CALL POLICY

Most products or parts carry “Limited Warranties” against manufacturing defects as defined below.

Residential 25-year warranty:

ENGLISHCAST™ products are guaranteed for residential use for a period of 25 years.

Commercial 8-year warranty:

ENGLISHCAST™ products are guaranteed for commercial and business use for a period of 8 years.

Paint finish exterior 2-year warranty:

The paint finish exterior is guaranteed for a period of 2 years.

Washstands & accessories 5-year warranty:

Feet and bath accessories are guaranteed for a period of 5 years.

This Limited Warranty applies in Canada to Victoria & Albert® Bath (Canada) Limited (“V+A”) and its affiliated companies under the House of Rohl brand family (“House of Rohl”). House of Rohl brands include products branded Riobel®, Shaws®, Perrin & Rowe®, ROHL®, and Victoria + Albert®.

V+A Promise – A “Limited Warranty” means V+A will provide free of charge, at its sole option, either replacement part(s) or product to replace those which have proven to be defective in either materials or workmanship within the relevant warranty period on that product or part as stated above. This is the full extent of V+A’s obligation and liability.

V+A will not assume liability for labour expended, freight cost, or damages resulting from the installation, use or repair of the product, or any other charges or expenses. Proof of purchase (original sales receipt) from the original consumer purchaser must be made available to V+A for all warranty claims. The warranty is not transferable and is extended solely to the original consumer purchaser of the product, so long as the product remains in its original place of installation.

Warranty Exclusions and Disclaimers — This warranty is for normal, domestic use only and excludes defect or injury caused by or resulting from misuse, abuse, neglect, accidental damage or improper installation.

IN NO EVENT WILL V+A BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES BASED ON BREACH OF WARRANTY, BREACH OF CONTRACT, NEGLIGENCE, STRICT TORT, OR ANY OTHER LEGAL THEORY. DAMAGES THAT V+A WILL NOT BE RESPONSIBLE FOR INCLUDE, BUT ARE NOT LIMITED TO: LOSS OF PROFITS; LOSS OF SAVINGS OR REVENUE; LOSS OF USE OF THE PRODUCT OR ANY ASSOCIATED EQUIPMENT; COST OF CAPITAL; COST OF ANY SUBSTITUTE EQUIPMENT, FACILITIES, OR SERVICES; DOWNTIME; THE CLAIMS OF THIRD PARTIES, INCLUDING CUSTOMERS; AND DAMAGES OR INJURY TO PROPERTY.

This warranty gives you specific legal rights and you may also have other rights that vary from province to province.

In addition, this Limited Warranty does not apply to the replacement of components where damage is caused by normal wear and tear, including without limitation excess mineral deposits from water. As a special note, avoid all cleaning products that contain abrasives, ammonia, bleach and alcohol. They may damage the finish. Also, use only non-silicone caulking adhesive or plumbers putty for installation. Do not use lead based acidic curing adhesive or mastic when installing product. Silicone caulking may also degrade brass material. The use of Blue RTV silicone during installation will void the product warranty. Due to the harsh environment of sun, wind, rain and snow, installing V+A products for outdoor use voids the warranty.

General Disclaimer — All warranties other than the express Limited Warranty herein contained, including but not limited to any implied warranty of merchantability or fitness for a particular purpose, are limited in duration to the applicable warranty period set forth above, or the applicable limitations period set by your province, whichever is shorter. Some provinces do not allow limitations on how long an implied warranty lasts and some provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

No Other Warranties — Unless modified in a writing signed by both parties, this agreement is understood to be the complete and exclusive agreement between the parties, superseding all oral or written prior agreements and all other communications between the parties relating to the subject matter of this agreement, including statements made by salespersons. No employee of V+A or any other party is authorized to make any warranty in addition to those made in this agreement. The buyer is warned, therefore, to check this agreement carefully to see that it correctly reflects those terms that are important to the buyer.

Foreign Outlets Online — One of the benefits of the Internet is that it has granted consumers the opportunity to learn about and purchase products from previously unknown foreign companies. Unfortunately, some foreign distributors who sell the foreign versions of V+A’s products have promoted these products for shipment to Canada. Though prices may look appealing, these products are not designed to be installed in Canadian homes and significant problems may result. V+A uses domestic distributors to ensure that its products meet Canadian plumbing installation standards and have Canadian plumbing code approvals. V+A will not service, warrant, nor provide customer support for product purchased from foreign distributors.

Commercial Limited Warranty — V+A warrants its products installed in a commercial application to be free from manufacturing defects for a period of one (1) year from the date of acquisition by original owner. IN COMMERCIAL INSTALLATIONS, THE ONE-YEAR LIMITED WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.

SERVICE CALL POLICY

Please know that our limited lifetime warranty covers only parts and does not cover installation, removal of our products or freight charges. However, to ensure the best possible service to our customers, we have established a procedure to request a service call.

The consumer must first contact the distributor where the merchandise was purchased. A call will not be processed if the distributor has the consumer contact us directly. In such a case, we will redirect the call to the distributor. This procedure aims to improve the efficiency of the service calls, since the communication is sometimes more complex with customers (ex: unable to identify the item number, etc.). As a result, the wrong product or parts were often sent in the past.

The distributor must send us, by fax or e-mail, the service call form properly filled out with a proof of purchase. It is important to include the product code, date of purchase and as much detail as possible about the problem, as well as the malfunction diagnosis.

In the case of a more technical call, we may contact the consumer directly to give him/her the necessary information. If a part must be replaced, it will be sent along with its installation guide to the distributor, with the consumer's name shown on the box. It may also be sent directly to the customer at his or her own expense.

This procedure was created to improve efficiency and speed of service for our customers. Thank you for your understanding.

CONTACT US

For more information, please contact our Customer Service Department

QUÉBEC AND ATLANTIC CANADA

Tel.: 450-432-0442
1-866-473-8442

Customer Service: Ext. 1
E-mail: orders@riobel.ca

Technical Support: Ext. 2
E-mail: service@riobel.ca

Fax: 450-432-1095
1-888-909-8442

ONTARIO AND WESTERN CANADA

Tel.: 905-856-9090
1-888-287-5354

Customer Service: Ext. 1
E-mail: torontoorders@riobel.ca

Technical Support: Ext. 2
E-mail: service@riobel.ca

Fax: 905-856-7185

BRITISH COLUMBIA

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