



Streamline PRODUCT WARRANTY

DELIVERIES

Immediate inspection is required when receiving Streamline® items. It is important to notate any damage or carton count discrepancy on the BOL / Proof of Delivery (POD) receipt when you sign for the delivery, even if the package appears only slightly damaged. If the driver does not allow or will not wait, notate on the BOL / POD "Driver will not allow inspection." Damages should be reported to Streamline® within 3 calendar days of delivery. Customers who sign for delivery and do not provide proper detailed description assume responsibility if merchandise is damaged or missing cartons. If the product itself appears significantly damaged, you may refuse delivery after you notate it on the POD / BOL and provide clear pictures to Streamline®. Please notify Streamline® of any refusal so we can anticipate the return and send out a new item.

Please look for the following when checking:

- ~ Carton/Pallet Count
- ~ Crumpled and pushed in areas
- ~ Forklift punctures
- ~ Holes
- ~ Any additional outside damage to packaging

RETURNS

We thank you for your purchase. Here at Streamline®, our goal is to provide customers with exceptional bathroom and kitchen products. We understand that things sometimes do not work out. If you are unsatisfied with your Streamline® product and would like to initiate a return, please reach out to support@streamlinebath.com. We continue to grow and want to offer the best customer experience possible, and by reaching out to us prior to initiating a return, we can ensure that these issues do not continue in the future.

ESTIMATED SHIPPING & TRANSIT TIME

We do our best to provide you with accurate shipping times for our products. **The times are estimates only.** Estimated transit time will not include the time it takes for the item to be processed. Products that are in stock normally ship from the warehouse within 1-2 business days, however these products are subject to prior sale and availability, and lead times are not guaranteed. Estimated shipping time is between 2-10 business days (the actual number will depend on the state and customer availability for delivery). **Shipping times are not guaranteed.** If you have a time sensitive project, we recommend that you contact a customer service representative at support@streamlinebath.com.

INCORRECTLY SHIPPED ITEMS

If the item received was incorrectly shipped or missing any component parts, please contact us immediately at support@streamlinebath.com

DAMAGE & DEFECTIVE GOODS POLICY

At Streamline®, we understand that a product may get damaged in transit or, on occasion, there may be a manufacturer product defect. Rest assured, we will stand behind you during this process and make sure we do everything we can to bring it to a satisfying and timely conclusion.

DAMAGES & REFUSING A FREIGHT SHIPMENT

If the shipment is damaged, a customer has the option of refusing the shipment. Contact our customer service representatives immediately at support@streamlinebath.com when and if you refuse a shipment. Also, proper notation must be on the BOL / POD receipt.

Any external evidence of loss or damage that occurred during transit is considered visible loss or damage and must be noted on the BOL / POD and signed by the carrier's agent (driver). Failure to adequately describe the visible loss or damage could result in the carrier delaying or refusing to honor the freight claim. Any damage that occurred during transit that was not visible at the time of delivery is considered concealed loss or damage. Due to rough handling in transit it is possible to damage the contents of a carton without damaging the outer packaging itself. If such a situation occurs, it is important to contact Streamline® immediately for instructions on how to handle this.

You must open all received boxes and inspect products for concealed damage within 72 hours (3 calendar days) of delivery and Streamline® must be notified within this timeframe. After this time frame, claims may not be honored. Streamline® reserves the right to replace any damaged merchandise within 3 calendar days of notification by the customer. If a replacement item is available for shipping within that time period, then a refund cannot be issued. If no replacement is available, the damaged item(s) will be refunded in full if the damage was the fault of freight carrier, and all return procedures were followed. Failure to follow return procedure for the damaged item may result in a charge for the free replacement item.

For us to offer this level of service, however, we need a little help from the customer in the form of a detailed product inspection immediately upon delivery. In this case, it is important to notate any damage on the BOL or POD when you sign for the delivery.

Also, please provide clear photos of the damages to Streamline®. If the driver does not allow or won't wait notate on the BOL / POD "Driver will not allow inspection." All damages should be reported to Streamline® within 3 calendar days of delivery.

REPLACEMENT PARTS

Replacement parts are sent at Streamline's® sole discretion. For us to determine if replacement parts are necessary, please provide us with a clear description of what the issue is as well as supplementary photos for us to better serve you and understand the problem. Whether any additional fees or charges are to be assessed with respect to replacement parts will be determined on a case by case basis.

LIMITED WARRANTY EXCLUSION

ALL OTHER WARRANTIES EXPRESS OR IMPLIED INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OF FITNESS FOR A PARTICULAR PURPOSE ARE HEREBY DISCLAIMED. STREAMLINE® IS NOT LIABLE FOR ANY INDIRECT, PUNITIVE, INCIDENTAL, CONSEQUENTIAL, SPECIAL OR SIMILAR DAMAGES INCLUDING, BUT NOT LIMITED TO, TIME AWAY FROM WORK, HOTELS AND/OR RESTAURANT MEALS, REMODELLING EXPENSES IN EXCESS OF DIRECT DAMAGES WHICH ARE DEFINITELY CAUSED EXCLUSIVELY BY STREAMLINE®, LOST PROFITS OR REVENUE, INABILITY TO USE THE PRODUCT, OR ANY OTHER ASSOCIATED EQUIPMENT, THE COST OF SUBSTITUTE EQUIPMENT, AND ANY CLAIMS BY THIRD PARTIES RESULTING FROM THE USE OF THIS PRODUCT.

UNDER NO CIRCUMSTANCES SHALL STREAMLINE'S LIABILITY EXCEED THE PURCHASE PRICE OF THE UNIT.

STREAMLINE® PRODUCTS MUST BE INSTALLED BY A FULLY INSURED, LICENSED, PROFESSIONAL WHO SHALL FOLLOW THE INSTRUCTIONS PROVIDED BY STREAMLINE®. SHOULD THE PRODUCT BE INSTALLED BY AN INDIVIDUAL WHO IS NOT A FULLY INSURED, LICENSED PROFESSIONAL, THIS SHALL VOID THE WARRANTY OF THE PRODUCT.

SHOULD A WARRANTY CLAIM ARISE AND EITHER PARTS, REPLACEMENT, OR REPAIR OF THE STREAMLINE PRODUCT IS NECESSARY, FULFILLING THE INITIAL WARRANTY CLAIM SHALL DISCHARGE STREAMLINE® OF ANY FUTURE WARRANTY OBLIGATION.

IF THE PURCHASER REFUSES THE WARRANTY SOLUTION PROVIDED BY STREAMLINE®, THIS ACT SHALL VOID THE WARRANTY. UNDER BOTH INSTANCES, STREAMLINE® WILL NOT BE HELD RESPONSIBLE FOR ANY COSTS ASSOCIATED WITH SERVICING THE WARRANTY.

NO PERSON MAY MAKE ANY REPRESENTATION, AFFIRMATION, OR WARRANTY OTHER THAN THOSE CONTAINED IN THIS WARRANTY. ANY AFFIRMATION, REPRESENTATION OR WARRANTY BY ANY PERSON WHO IS NOT A STREAMLINE® EMPLOYEE SHALL NOT BE ENFORCEABLE AGAINST STREAMLINE®.

Streamline® makes no representations about the quality, durability, or need for service or repair of its products other than the representations contained in this warranty. If you want a longer or more comprehensive warranty than the limited warranty that comes with this product, you should ask Streamline® or your retailer about buying an extended warranty.

This warranty gives you specific legal rights, and you may have other rights that vary from state to state. Some states do not allow the exclusion or limitation of incidental or consequential damages, and some states do not allow limitations on how long an implied warranty lasts, so the limitations or exclusions stated above may not apply and may vary from state to state.

The warranties stated herein apply only to the first purchaser of the Product and are not transferable. Streamline® reserves the right to request proof of purchase at the time any warranty claim is submitted to confirm that the Product falls within the scope of this limited product warranty.

OUT OF WARRANTY PRODUCT

STREAMLINE® IS UNDER NO OBLIGATION, AT LAW OR OTHERWISE, TO PROVIDE YOU WITH ANY CONCESSIONS, INCLUDING REPAIRS, PRORATES, OR PRODUCT REPLACEMENT, ONCE THIS WARRANTY HAS EXPIRED.

LIMITED MANUFACTURER'S WARRANTY

All parts and finishes of Streamline® products are warranted to the original consumer purchaser to be free from defects in material and workmanship for a period of two to five years [depending on the product and model; please check the product listing or email us at support@streamlinebath.com if you are unsure] after the date of original retail purchase. Proof of the original purchase is required to obtain a remedy under this limited warranty. Streamline® recommends using a certified professional for all installation and repair of kitchen and bathroom fixtures.

Streamline® will replace, free of charge, during the warranty period any part or finish that proves defective in material and/or workmanship under normal installation, use and service. Replacement parts may be obtained by emailing us at support@streamlinebath.com

This warranty is extensive in that it covers replacement of all defective parts and even finish, but these are the only two things that are covered. Labor charges and/or damage incurred in installation, repair, or replacement as well as any other kind of loss or damages are excluded. Proof of purchase (original sales receipt) from the original consumer purchaser must be made available to Streamline® for all warranty claims. This is the exclusive warranty by Streamline®, which does not make any other warranty of any kind, including the implied warranty of merchantability. This warranty excludes all industrial, commercial and business usage, whose purchasers are hereby extended a one-year limited warranty from the date of purchase, with all other terms of this warranty applying except the duration of the warranty.



WHAT IS NOT COVERED UNDER THIS LIMITED WARRANTY

- Normal wear and tear, spills of food, liquid, grease accumulations or cosmetic damage.
- Damage due to accidents, misuse, physical force, improper installation or operation, mishandling, neglect, fire, heat, water, humidity, liquids, insect infestation, or other intrusion.
- Products that have been repaired, altered or modified by anyone other than Streamline® or its authorized service representative.
- Damage caused by use of non-Streamline® accessories or misapplication.
- Products whose serial numbers have been removed, altered or rendered illegible.
- Products purchased, shipped from, used or serviced outside the United States, Canada, and Mexico.
- Damage caused by acts of nature such as, but not limited to, lightning damage.
- Products returned without valid proof of purchase.
- Consumable parts such as lightbulbs, metal, and charcoal filters.
- Any party's willful misconduct, negligence, misuse, abuse, accidents, neglect, improper operation, failure to maintain, improper or negligent installation, tampering, failure to follow operating instructions, mishandling, unauthorized service (including self-performed "fixing" or exploration of the product's internal workings).
- Use of corrosive or abrasive cleaning products.
- Cosmetic damages including scratches, dents, chips and other damage, unless such damage results from defects in materials and workmanship and is reported to Streamline within 3 calendar days of delivery.
- Use of the Product in anything other than its normal, customary and intended manner
- A failure to comply with any applicable state, local, city or county electrical, plumbing and/or building codes, regulations, or laws, including failure to install the product in strict conformity with local fire and building codes and regulations.
- In no even shall Streamline have any liability or responsibility whatsoever for damage to surrounding property, including cabinetry, floors, ceilings, and other structures or objects around the product.

NO ATTEMPT TO ALTER, MODIFY, OR AMEND THIS WARRANTY SHALL BE EFFECTIVE UNLESS AUTHORIZED IN WRITING BY AN OFFICER OF STREAMLINE.