



Warranty

2014

Warranty

DREAMLINE™ EXCLUSIVE LIMITED WARRANTY

This warranty extends only to the original owner/end-user for household use only and is not transferable to a subsequent owner. This warranty extends for a designated period of time, so long as it remains in use in its original place of installation. This warranty applies only to DreamLine™ products purchased from an authorized dealer in The United States or Canada. Proof of purchase (original sales receipt) from the original consumer purchase must be provided with all warranty claims.

IN NO EVENT SHALL THE LIABILITY OF DREAMLINE EXCEED THE PURCHASE PRICE OF THE UNIT.

DreamLine products must be installed by a fully insured and licensed professional. Installation of DreamLine product by anyone other than fully insured licensed professionals shall **VOID THE WARRANTY**. DreamLine recommends that such licensed professionals have experience in the installation of bathroom products. Installation of certain products, including, without limitation, glass products (i.e., shower and tub doors) by an inexperienced installer may result in glass breakage and, consequently, cause personal injury or death.

PARTS ONLY WARRANTY

This warranty is extensive in that it covers replacement of all defects. LABOR CHARGES AND/OR DAMAGE INCURRED IN INSTALLATION, REPAIR, OR REPLACEMENT, AS WELL AS ANY OTHER KIND OF LOSS OR DAMAGE ARE EXCLUDED

COMMERCIAL USE AND OTHER EXCLUSIONS

This warranty excludes all industrial, commercial and business usage, whose purchasers are hereby extended a one (1) year limited warranty from the date of purchase for shower doors, bathtub doors, shower bases, and backwalls, a three (3) month limited warranty from the date of purchase for vanities and sinks, with all other terms of this warranty applying except the duration of the warranty.

DREAMLINE SHOWER COLUMNS AND DREAMLINE SHOWER SEATS ARE NOT INTENDED FOR COMMERCIAL USE AND THERE IS NO WARRANTY EXTENDED FOR THESE PRODUCTS FOR COMMERCIAL USE.

DreamLine hereby disclaims all warranties for products sold as dealer or store displays. DreamLine hereby disclaims all warranties for products used outside of the United States or Canada whether expressed or implied, including but not limited to the implied warranties of merchantability and fitness for a particular purpose.

WARRANTY TERMS

DreamLine will, at its election, repair or replace the product found by DreamLine in its sole judgment, to be defective within the warranty period under normal residential use and maintenance. The replacement of a product is limited to supplying a replacement product or part (same as existing or if not available, comparable product). DreamLine warranty obligation shall be discharged upon tender of parts, replacement or repair of the product. Purchaser's refusal to accept the tender terminates all warranty obligations and **VOIDS THE WARRANTY**. Cost of freight for returning products to DreamLine for repairs or replacement under this limited warranty are the responsibility of the customer. Cost of freight associated with shipping of replacement product or parts to the customer may be charged to customer. Any product replaced or repaired during the warranty period will be covered only for the remaining period of the original warranty. In no event will DreamLine be liable for costs of repair or replacement of any installation material, including but not limited to tiles, marble, etc. **DREAMLINE IS NOT RESPONSIBLE FOR INSTALLATION, REMOVAL OR REINSTALLATION COSTS OF ANY PRODUCT REQUIRING WARRANTY SERVICES.**

Any modification or alteration of any DreamLine products will void the warranty. DreamLine product installations and repairs must be performed by either a DreamLine authorized agent or a licensed, insured and experienced professional contractor - installation or repairs performed by any other party shall void the warranty. This warranty shall not apply to breakage or damages caused by normal wear and tear, fault, carelessness, abuse, misuse, misapplication, improper maintenance, alteration or modification of the unit, as well as chemical or natural corrosion, accident, fire, flood, act of God or any other casualty. Improper care and cleaning will void the warranty. Use of cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents or other products not recommended for chrome or similar finish, glass or acrylic will void the warranty. For additional product maintenance instructions please refer to product installation manual. DreamLine is not responsible for any issues arising in connection with errors or omissions in information provided on DreamLine websites. The warranty does not extend to any non-DreamLine plumbing or components installed by installers, end users or by any party other than DreamLine.

THE FOREGOING WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. BATH AUTHORITY LLC ("DREAMLINE") AND/OR SELLER DISCLAIMS ALL LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. DREAMLINE IS NOT LIABLE FOR PERSONAL INJURIES OR DEATH TO ANY PERSON OR FOR ANY DIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGE, LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, INCONVENIENCE, INCIDENTAL EXPENSES, LABOR OR MATERIAL CHARGES, OR ANY OTHER COSTS RESULTING FROM THE USE OF ITS PRODUCTS OR PERTAINING TO THE APPLICATION OF THE PRESENT WARRANTY, OR RESULTING FROM THE REMOVAL OR REPLACEMENT OF ANY PRODUCT OR ELEMENT OR PART COVERED BY THIS WARRANTY.

PRODUCT WARRANTY PERIODS

DreamLine is not responsible for product code compliance or for verifying building code restrictions on installation or use and any such compliance is excluded from this warranty. DreamLine reserves the right to modify this warranty at any time - such warranty modifications will not alter the warranty applicable at the time of sale of the products in question. The warranty terms for specific products for consumer (non-industrial, non-commercial, non-business use only) are:

SHOWER BACKWALLS

DreamLine warrants shower backwalls to be free from defects in workmanship for a period of one (1) year from initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

SHOWER & TUB DOORS, SHOWER ENCLOSURES

DreamLine warrants shower doors, tub doors and shower enclosures to be free from defects in workmanship and materials under normal residential use for a period of five (5) years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer. Warranty for plastic strips shall be limited to one (1) year. Warranty for any part in Oil Rubbed Bronze finish shall be limited to one (1) year.

SHOWER BASES

DreamLine warrants shower bases to be free from defects in workmanship and materials under normal residential use for as long as the original consumer purchaser owns their home in which their product is installed.

SHOWER COLUMNS

DreamLine warrants shower columns to be free from defects in workmanship and materials under normal residential use for a period of one (1) year from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

SHOWER SEATS

DreamLine warrants shower seats to be free from defects in workmanship and materials under normal residential use for a period of one (1) year from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer. Warranty shall be VOID if the shower seat is not professionally installed on a properly reinforced wall.

VANITIES AND VESSEL SINKS

DreamLine™ warrants bathroom vanities and vessel sinks to be free from defects in workmanship and materials under normal residential use for a period of one (1) year from the initial date of purchase by the owner/end-user, contractor or builder from an authorized dealer.

STATE LAWS AND THIS WARRANTY

Some states/provinces do not allow limitations 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.

WARRANTY SERVICE

To file a warranty claim the following information is required:

1. Name, address and telephone number
2. Product model number
3. Brief description of problem (please note that additional information such as photos may be required to fully process your warranty claim)
4. Proof of purchase

Submit required information by e-mail, mail or fax:

Email: warranty@BathAuthority.com

Mailing Address: DreamLine Warranty Service Center
75 Hawk Road
Warminster, PA 18974

Fax: 1-866-857-3638

Or, contact the Technical Support Center Monday thru Friday 9:00 am – 6:00 pm EST

Technical Support Center: 1-866-731-2244