

## LIMITED WARRANTY PROGRAM BIDET NATION GROUP

All products supplied by BIDET NATION are factory tested & inspected prior to shipment and are warranted free from defects and/or poor materials & workmanship for 12 months from date of original purchase. Warranty applies when customer provides proof of purchase (original receipt), date of purchase, and meets BIDET NATION Groups' general terms of sale as below. In event disputes arise, these shall be settled via mutually accepted 3<sup>rd</sup> party arbitration service.

### **Product Returns, 30-day grace period**

Returns are accepted given advance notice, ie. within 30-day grace period with proof of purchase and returning unopened unused items, and fully boxed inside original factory packaging. Original factory packaging must be untampered (box or packaging seals unbroken and product otherwise in an undamaged and unused condition). On receipt our service department will confirm by email if the item does not qualify for return refund. All qualifying items will be refunded at purchase price paid with credit refunded back to the original payment method.

### **Defective Product**

Refunds & exchanges are accepted where purchase(s) are found to be defective or become defective during warranty period. Our 12-month warranty period commences from date of original purchase, expiring 367 days after order placement, eg. products purchased January 1<sup>st</sup>, 2020, are warranted until January 2nd, 2021. If you receive a defective item(s), or product becomes defective during warranty period contact us immediately via email to [customercare@bidet-nation.com](mailto:customercare@bidet-nation.com), stating order number, date of purchase, and all details of defect. and include any photograph(s) or video(s) support claims and return the product to our service facility. On receipt our service facility will examine to determine whether qualifies for replacement or refund and inform you via email. Qualifying items will be replaced or refunded as soon as practical within a reasonable period after examination. Items not qualifying for refund or replacement will be made available for collection for up to 7 days after notice is given, with uncollected items discarded after 7 days.

Only regular priced items may be refunded, ie. items supplied at special promotional prices, ie. marked "Sale", are not available for refund.

To follow-up on status of your return you may contact us at [customercare@bidet-nation.com](mailto:customercare@bidet-nation.com).

### **Returned Items**

To return purchased item, you must email us in advance at [customercare@bidet-nation.com](mailto:customercare@bidet-nation.com) explaining reason for return. An RN number "Return Number" will be given by us which must be referenced on package or packing slip.

Refunded amounts shall exclude any shipping & handling charges shown on our original packaging slip or invoice, and extent of refund may be adjusted at our discretion to reflect general wear & tear.

Shipping charges for returns must be prepaid and insured by customer for loss and damage since we are not able to track or guarantee goods in transit reaching our destination address.

### **Other General Terms & Conditions**

Our products are supplied fit for intended use at owner's risk. Manufacturer limited warranty applies with exceptions as listed above, and with various legal exclusions and other general limitations and conditions of sale as outlined below :-

1. If discolored, soiled, or used parts when exposed to chemical cleaning, or excessive water including ultraviolet light discoloration and other forms of discoloration.
2. If used for non-residential or industrial purposes
3. Where product is exposed to extreme conditions, beyond products' intended use
4. If damage or malfunction of unit results from improper Installation, negligence, abuse & misuse, damage caused by pets or vermin, and otherwise unauthorized tampering by 3<sup>rd</sup> party repair personnel.
5. Failure to notify defect within 90 days from date product became defective.
6. Manufacturer or distributor is not liable for losses and damages (direct, consequential, or incidental) arising out of use of, or inability to use, this product.
7. Manufacturer or distributor is not liable for losses and damages by improper installation and use resulting in water damage/flooding in immediate installation area and/or surrounding vicinity.
8. Manufacturer or distributor is not liable for losses and damages on claims resulting from misreading / misinterpreting supplier installation instructions.
9. Claims initiated outside of warranty period.