

Warranty Information:

StoneCrest Non-Metallic Faucets and parts are guaranteed to be free from defects in material & workmanship, leaking and drip-free for a period of five (5) years from the date of purchase to the original consumer/purchaser as long as the original purchaser owns their home. The finish is guaranteed for three (3) years. The use of chemical cleaners, cloths or sponges, acids, polishers or strippers or any abnormal abuse of the product will void this warranty.

The Following Applies To All Warranties:

Posey Supply will replace, FREE OF CHARGE, during the "warranty period" any part, which has proven to be defective in material and/or workmanship under the conditions of normal use. All transportation charges will be prepaid. This warranty is extensive in that it covers replacement of defective parts and finishes only. Labor charges and/or damages incurred during installation, repair or replacement charges are excluded from this warranty. The use of bathroom cleaners, tile cleaners and/or any abrasive material for cleaning purposes will void this warranty. Posey Supply will not be responsible for any indirect, incidental or consequential damages, losses, injury or cost of any nature relating to the product. Some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This warranty give you specific legal rights, and you may also have other rights, which may vary from state to state. To make a warranty claim and request replacement parts simply write to our address listed below.

RGA-Return Goods Authorization:

No returns will be accepted without a Return Goods Authorization (RGA) number. To receive an RGA number, you must provide the item number, quantity of items being returned and a detailed reason for the return. Authorized returns may be subject to a minimum 20% handling/restocking surcharge depending on the condition of the returned product and for what reason they are being returned. All products must be packaged properly and shipped in approved shipping cartons to avoid shipping damages. Product returned in un-sellable condition or without original packaging will not be credited. Defective products will be either repaired or replaced free of charge per our warranty conditions.

Other Warranty Conditions:

This warranty does not cover product failure caused by abusive treatment, misuse or damage due to handling or faulty installation. The warranty does not cover shipping costs, labor costs or any other charges or expenses related to installation or replacement of the faucet.



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