WARRANTY POLICY

Dear Customer,

Congratulations! You are the proud owner of an American Standard product!

American Standard products used in residential and non-residential commercial settings are warranted to be free of defects in the material and workmanship for the period of time set forth in the warranty coverage chart as detailed in Annexure I.

This warranty applies only to American Standard products sold in India from 1st November 2020 onwards.

The warranty terms of American Standard Product shall be governed by this warranty policy, the terms and conditions of which are as follows:

1. **DEFINITIONS**:

    a. "**Lixil India**" shall mean Lixil India Private Limited.

    b. **"Authorized Sales Channel"** shall mean any Lixil India authorized point of sales, online or offline, operating in India.

    c. **"Authorized Service Franchisee/Representative"** shall mean a party (franchisee) or representative who has access to a business's (the franchiser's) proprietary knowledge, processes, and trademarks in order to allow the party (franchisee) or representative to provide a service under the business's name.

    d. **"Customer"** shall mean the original customer or first customer who purchased the Product in India from the Authorized Sales Channel of Lixil India.

    e. **"Invoice"** shall mean the invoice issued by the Authorized Sales Channel with regard to a particular Product purchased by the Customer.

    f. **"Product"** shall include Lixil India's Sanitaryware Products (Sanitaryware like Wash Basins, Toilets, Urinals, Cisterns, etc.), Bathing Products, Faucets, Showers and Accessories purchased through Authorized Sales Channel of Lixil India.

    g. **"Warranty Commencement Date"** shall mean the date of purchase of the Product by the Customer as mentioned in the Invoice issued by the Authorized Sales Channel of Lixil India.

    h. "**Warranty Period**" shall mean the period commencing from the Warranty Commencement Date till such period as defined in Annexure I.

    i. **"Warranty Policy"** shall mean this warranty policy and shall include the amendments made thereto by Lixil India from time to time.

2. The Warranty against any Product shall commence from the Warranty Commencement Date and shall continue to be valid for Warranty Period as defined in Annexure I, except for such cases as described in the Warranty Policy.

3. Warranty includes repairing of defective Product/parts and does not apply to damage of Products resulting from abnormal use, misuse, abuse, neglect or accidents. The Product may consist of several different parts and different parts may be covered by a different Warranty Period, as described in Annexure I.

4. During the Warranty Period if, in the opinion of Lixil India, the defect is due to defects in the material or workmanship, Lixil India or its Authorized Service Franchisee/Representative will, at its sole discretion, repair or replace free of cost, any defective component or part of the product, subject to the terms and conditions described below:

5. Lixil India sells its Product only through Authorized Sales Channel. Lixil India strongly recommends to purchase the Product through our Authorized Sales Channel only. Any Product purchased through unauthorized Sales Channel can be void of Warranty and after sales services.

6. Warranty is applicable only if the Customer has registered the Products with company through E-Warranty registration process (available at company website - www.americanstandard.in) and if the Customer can produce a valid E-Warranty Certificate at the time of the service visit. In case customer is unable to produce E-Warranty Certificate/Valid Serial Number of product, warranty terms will be applicable at sole discretion of Lixil India.

7. Lixil India or its Authorized Service Franchisee/Representative solely can service/repair the Product.

8. Lixil India is not bound by any obligation to carry out repairs/replacement in specified time period, while every effort will be made by Lixil India to carry out repairs/replacement at earliest.

9. This warranty is only effective if proof of purchase (original sales/purchase Tax Invoice) or E-Warranty certificate is provided with all warranty claims or requests. This warranty is not transferrable and confined to original purchaser/first purchaser of the product only. Customers are therefore required to keep the original invoice or E-Warranty Certificate of product safely.

10. The service/repair of the warranty shall be provided only within the municipal limits of the town or city where the branch office of Lixil India or Authorized Service Franchisee/Representative is located.

11. This warranty does not include payment of or responsibility for any excise duty, central taxes, state taxes and octroi or other local taxes assessed to the parts supplied or repaired during the warranty period. The same shall be borne by customer.

10. Warranty Period shall not be extended for any reason whatsoever, including but not limited to:

    a) in case the Product has not been installed after purchase or has not been in use for any part, or whole of the Warranty Period

    b) due to time consumed for the repair/replacement of parts including transit of the parts/Product

11. Lixil India shall make its best endeavor to provide onsite warranty services but, due to unavoidable or exceptional circumstances, the product may be required for offsite inspection at Company's Service Center/Service Centre of Company's Authorized Service Representative. Lixil India shall not be liable to provide any alternative Product for temporary use in such case, and shall not be liable for any cost or consequences incurred by the customer due to offsite inspection.

12. In the event of any repairs/replacement of any parts of the Product, Lixil India shall endeavor to use new parts. However, in case fresh parts are not available, then Lixil India shall have every right to use refurbished parts, and in either case, this warranty shall thereafter continue and remain in force only for the unexpired Warranty Period.

13. This warranty remains applicable only if the Product has, at all times, been used strictly in accordance with the terms of this warranty and has not been improperly or negligently handled. This warranty is not valid or effective if the Products are not installed according to the instruction manual.

16. This warranty does not cover problems arising from insufficient water pressure, excessive water impurities/hardness beyond the norms of drinking water or improper care and cleaning. Guidelines for proper care and cleaning*** are mentioned below. Lixil India is not responsible for labor charges, installation or other incidental or consequential expenses. All such costs shall be borne by the Customer.

17. In the event of non-availability of components or parts due to any reason whatsoever, neither Lixil India nor its Authorized Service Franchisee nor the Authorized Sales Channel will be responsible or liable for any delay that may be caused to service/repair of the Product. Replacement of parts would be purely at the discretion of Lixil India alone. In case of the replacement of entire Product is being made, (subject to the sole discretion of Lixil India), the same Product shall be replaced with a new or re-manufactured product. In the event of product obsolescence, a suitable replacement will be chosen based upon the features, the intended use (subject to the sole discretion of Lixil India) and the retail price of the original Product. In the event of Product obsolescence Lixil India cannot guarantee the same color, function or aesthetic attributes as the original Product.

18. Lixil India or its Authorized Service Franchisee/Representative reserves the right to retain any part(s) or component(s) replaced at its discretion, in the event of a defect noticed in the Product during the Warranty Period.

19. For Products sold in India after 1st November 2020, only this Warranty document is applicable. Any reference to any other Warranty document will not be considered.

20. The warranty does not cover any consumables or accessories external to the Product.

21. After completion of the Warranty Period, in case of any defect, standard charges will be charged from Customer as per standard labor charges defined by Lixil India. The labor charges are subject to the latest rate card defined by Lixil India.
22. Commercial and Project customers Warranty Period shall commence on the basis of period mentioned on E-Warranty Certificate provided at the time of project handover / completion.
23. Defined Warranty Period is applicable to 'Products' only
    a) For Residential Customers **-** After three years from the date of purchase, service visit charges will be applicable as per the standard rates of labors and/or parts (as the case may be), prevailing and defined by Company at that point of time.
    b) For Commercial and Projects Customers **-** After three years from Warranty Commencement Date as mentioned on E-Warranty Certificate, service visit charges will be applicable as per the standard rates of labors and/or parts (as the case may be), prevailing and defined by Company at that point of time.
24. Warranty is valid and applicable to the products which are licensed for sale and purchased in India through Authorized Sales Channel of the Company only. Parallel imports (Grey market products) are excluded from this Warranty.
25. Replacement/Refund Clause
    - If the Product can't be repaired due to non-availability of spares part, or repeated failure or high repair cost, then replacement or refund may be offered to the Customer.
    - Replacement/Refund shall be subject to Depreciation policy and shall be based on price mentioned on the Invoice.
    - If a Product fails to perform during Warranty Period, then the Lixil India Customer Service Team will assess the facts and take any of following actions:
      - Replace it with the same or similar model
      - Replace it with an upgraded model, in case if the same model is discontinued or not available
      - Make a refund (in case if customer shows his unwillingness to accept replacement)
26. The remedy set forth in this Warranty Policy constitutes Lixil India's sole and exclusive remedy offered by Lixil India vis its Products. Except as mentioned in this Warranty Policy, Lixil India shall not be liable for direct, indirect, incidental, consequential, special or exemplary damages caused to the customer, including but not limited to loss of revenue or anticipated profits or lost business.
27. If any provision of this Warranty Policy is held to be invalid or unenforceable, such invalidity or unenforceability shall not affect the other provisions of this Warranty Policy, which shall remain in full force and effect.
28. This Warranty Policy and the Annexures attached hereto, integrate all the terms and conditions mentioned herein or incidental hereto and supersedes all oral negotiations and prior writings in respect of the subject matter hereof.
29. Lixil India reserves its right to amend, modify or alter the terms of this Warranty policy at its sole discretion and the same shall become binding on the Customer. Any modification, amendment or alteration shall be published on its India website..
30. This is Lixil India's exclusive warranty. The decision of Lixil India regarding the warranty is final and binding. All disputes are subject to the jurisdiction of Haryana Court only.

<u>This warranty is not applicable or shall stand void in the following cases:</u>

1. Proof of purchase is not shown to Company's Authorized Service Representative at the time of repair/making claim, .i.e. invoice in original and/or E-Warranty Certificate. For such cases, services may be rendered on chargeable basis as per the standard rates of labor and/or parts (as the case may be), prevailing at that point of time.
2. The Product is not installed or used according to the instruction given in instruction/installation manual.
3. Site conditions, where the product is installed, does not conform to the recommended operating conditions of Product as specified in the instruction manual of the Product (supplied along with the Product and/or available on the website).
4. Defect(s) caused by improper use, negligent handling damage, misuse, tampering, neglect or lack of care and in case of alterations or repair carried out by unauthorized persons, as determined by the company.

5. Defect is caused due to the cause beyond reasonable control like lightning, flood, riots, acts of god, abnormal water supply/pressure, surge voltage from power source or while in transit from dealer's outlet to purchaser's residence.
6. Defects or damage from operation, maintenance, installation, adjustment, any alteration or modification of any kind.
7. This warranty will automatically terminate on the expiry of the Warranty Period, even if the Product may not be in use for any time during the Warranty Period, for any reason.
8. Any failure caused by an unsupported or third-party component will not be covered in warranty.
9. In case of any third party component/spare/product used in conjunction with the American Standard Products and which is affecting product functionality/usage/performance.
10. Defects/damage caused by household pets, rats, cockroaches, lizards or any other animals/insects.
11. In case Electric Printed Circuit Board (PCB) that is burnt due to improper earthing/grounding.
12. If the Product is purchased from unauthorized Dealer or Sales Channel.
13. Improper handling of the Product.
14. Improper care and cleaning of the Product.

How to make a Warranty Claim:

To submit and/or avail a warranty claim, please contact American Standard Customer Service at warranty.supportindia@lixil.com.

Telephonic enquiries shall be directed to **American Standard toll free no.1800-102- 8372 between 9.00 AM and 6:00 PM** all days of the week, excluding public and national holidays.

Please provide all applicable information regarding your claim that also shall include:

- Product/Model Number
- Proof-of-purchase (copy of your original sales receipt, purchase order, or invoice), the date when the product was purchased from a Lixil India channel partner or directly or Product Serial Number in case if product is registered with company
- Complete description of the problem with supporting documentation(s) as applicable.

**** Care and Cleaning Tips:**

1. Always test your cleaning solution on an inconspicuous area on the Product before applying to the entire surface.
2. Do not allow harsh cleaners to sit or soak on the Product.
3. Wipe surfaces clean and rinse completely with water immediately after applying cleaners.
4. Clean the Product with just a little soap and a damp cloth. Then simply rinse off and wipe dry. You can prevent lime scale by drying the Product after each use. If lime scale deposits form, remove them with **Grohe Clean**, our environmentally friendly cleaner.
5. We also advise against the use of solvents or acidic cleaners, lime scale removers, household vinegar and cleaning agents containing acetic acid. They will attack the surface and leave your fitting looking dull and scratched because the formulae of commercially available cleaners are changed frequently.
6. Use a soft, dampened sponge or cloth to clean, never use abrasive material like a bristle brush or scouring pad.
7. Wherever gold or platinum metal is used on Products, use only warm water/**Grohe Clean** to clean, and then dry the surface with a soft cloth.

**** Never use cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes alcohol, solvents or other products not recommended for chrome or PVD. This will void the Warranty.**

Customer Guidelines

1. To ensure adequate water pressure, it is advisable to keep the pipelines straight with minimum number of bends, which will support smooth flow of water.

2. All the supply lines must have vent pipes. These vent pipes help in removing air-locking in the water supply to give a smooth flow of water from the fittings.

3. Prior to plastering or fixing tiles, test the working of all the installed concealed fittings at high pressure to check for leakage, if any.

4. Place the outlet point in the overhead tank at least 25 cm above the ground level of the tank. This prevents the flow of foreign particles, sand etc., along with water supply into the fittings and thereby prevents possible damage to the working parts. Clean the tank thoroughly before starting the supply. It is suggested that the overhead tank must be cleaned at regular intervals to avoid inflow of foreign debris/particles.

5. To protect the fine finish of fittings from dirt, stains and other damages during construction, cover them with cloth or polythene after their installation, till they come into actual use.

6. Buy American Standard products from company's Authorized Sales Channel only to ensure genuine quality material.

7. Insist on genuine spares from Company's local spare part dealers or its Authorized Sales Channel in case of any repair or replacement.

8. Strictly follow the instruction manual provided in packing boxes for correct installation and maintenance.

9. Any problem arising out of maintenance issue within Warranty Period will be attended on FOC only for the first visit. Any subsequent visit will be on chargeable basis.

10. Labor charges will be valid for replacement of the part on chargeable basis in a Product under Warranty.

11. Warranty will not be valid in case a product is not installed as per the company guidelines.

12. Warranty will start only from the date of invoice. Date of installation / commencement will not be considered as Warranty Commencement Date.

13. Any Civil work needed to carry out to repair the product will not be part of warranty.

14. Any performance / efficiency issues because of too high or too low water pressure will not be entertained under warranty. Pressure of water supply into the Product must be as per product TPI.

ANNEXURE I

WARRANTY CHART (Faucets & Fittings**)		
Product Category	**Residential Warranty Period**	**Commercial Warranty Period**
Faucets & Fittings (Faucets / Diverters / Concealed Bodies / Thermostats / Spouts)	10 years	5 years
Showerheads, Body Jets and Handshowers (excluding Hoses)	10 years	5 years
PVD Surface Finish (Colors)	10 years	10 years
Sensor & Touch Products (Sensor Faucets / Toilet Sensors / Urinal Sensors / Touch Faucets)	5 years	5 years
Steam Generators, F-Digital, F Digital Delux	5 years	2 years
Cartridges, Thermo-elements, Aqua-dimmers, Diverter Buttons, Head Parts, Bib Taps, Handles / Levers	5 years	3 years
Sensor Eyes, Solenoid Valves, Electronic Adaptors, Transformers, Electrical Assemblies, Bluetooth Modules for FDD & Showers	2 years	1 year
Health Faucets and Accessories (Soap Dispensers / Towel Rings / Toilet Paper Holders / Robe Hooks, etc.), Flexible Hose Pipes, Clamps, Connection Tubes, Health Faucet Hoses, Handshower Hoses	2 years	1 year
Mechanical Components (Fill or Beta Valves / Angle Valves / Bases)	2 years	2 years
Remote Controls	1 year	1 year
Consumable Parts like Batteries, Aerators, NRVs, Fastening Sets, O-rings, Screws, Extensions, Power Adapters, Power Cables	NIL	NIL

WARRANTY CHART (Ceramic, Sanitaryware and Bathing Products)		
Product Category	**Residential Warranty Period**	**Commercial Warranty Period**
Ceramic Sanitaryware (Toilets, Wash Basins, Urinals)	10 years	5 years
Acrylic Bath Tubs	5 years	3 years
Cast Iron Bath Tubs	10 years	10 years
Toilet Seats / Hinges / Seat Covers / Hydraulic Parts / Bumpers	2 years	1 year
Shower toilet Ceramic Bowl	10 years	5 years
Electronic & Electrical Components * inside Shower Toilet Seat Covers	1 year	1 year
Cisterns (In wall Tanks) / Cistern Actuation Plates & Flush Valves	10 years	5 years
Internal Fittings - Beta Valves, Inlet/Fill Valves, Bases, Pistons, Flush Valve Cartridges & Safety Valves, etc.	2 years	2 years

***Electrical / Electronic Components such as Sensors/ Motors/ Pumps/ Solenoid Valves/ Heaters/ Circuits Boards/ Blower Controllers are considered as Electronic/Electric Components.**

**** Fittings comprise of spares/accessories of Sanitaryware and Bathing Products and include Fill Valve Assemblies, Flush Valve Assemblies, Jets, Dial Trims, Chromatherapy lights.**