

WIRQUIN MANUFACTURING: PRODUCT WARRANTY

DATE: 12/03/2021

WIRQUIN Manufacturing confirms that the products it sells are compliant to the international, national, and local regulations in force at present, and are manufactured respecting human rights, the environment, and the social legislation promulgated in the country of manufacturing.

Relating to professional clients (professionals of the plumbing or sanitary industry), it has been agreed that the product installation date will mark the start date of the warranty. For non-professional clients (e.g. consumer / end-user), the warranty will be applicable from the date of purchase, provided that the sales receipt be shown at the time of making the claim.

Specific product applicable warranty periods, are as follow, with the provision that the products are installed as per WIRQUIN Manufacturing's installation instructions:

- | | |
|--------------------|------------|
| - Toilet seats | - 2 years |
| - Wastes | - 5 years |
| - Flush Mechanisms | - 10 years |
| - Inlet Valves | - 10 years |

The outcome of a warranty claim is limited, at WIRQUIN's discretion, after investigation of each case by an approved WIRQUIN Representative, to

- issuance of credit in the name of the customer,
- or to repair,
- or the replacement of the parts identified as defective or responsible for the malfunction, which can be classified as Manufacturing failure of the product.

The warranty excludes, but are not limited to:

Consumable or wearing items (e.g. Seals and diaphragm washers), cases of abnormal product use or abuse, non-conforming or wrong installation or assembly (the breach of the instructions that appear on the information sheet that comes with the product), poor maintenance by the user, use of incorrect cleaning products or chemicals, aggravation by substances or bodies contained in water or other elements such as rodents, oil release, boiling or passing liquid through products at high temperatures, accident and shocks, deterioration by foreign bodies, modification of original products, precautionary or conservation defect, damage caused during customer-arranged transport, damage caused during a packaging modification or opening operation.

Additionally, this warranty is applicable to any manufacturing defect or malfunction not apparent at the time of the initial sale, excluding the above listed items, and samples intended for exhibition purposes only, subject to the investigation from an approved WIRQUIN representative.

WIRQUIN is not responsible for the quality, pressure or flow of the water supply network, whose variations are likely to affect the proper functioning of the product.

All spare parts outside the warranty period will be subject to billing and related shipping costs.



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