



WARRANTY

LIMITED WARRANTY

Product/Finish Warranty: O'Neil Ruppel warrants that products are free from manufacturing defects in materials and workmanship for five (5) years from date of invoice. In addition, our Finish Warranty provides limited LIFETIME coverage for Chrome & PVD finishes, five (5) years for Omega powder coated finishes & Polished Gold. Living finishes are warranted for workmanship only. If any material proves to be defective after inspection by manufacturer, it will be repaired or replaced at our discretion at no charge. However, no claims for labor, shipping costs, or consequential damages will be accepted.

Lifetime Warranty on ¼ Turn Ceramic Disc Cartridge: Should the ceramic disc cartridge in your kitchen or bath faucet ever fail, O'Neil Ruppel will replace the failed part free of charge to the original purchaser of the product. Your cost will be a \$10.95 handling and/or mailing charge. Warranty does not include labor costs associated with replacement. When ordering replacements, denote for widespread lavatory, Roman tub, or other. Include age of faucet. (This does not include thermostatic, pressure balance, or diverter cartridges.)

SERVICE

What we will do: We will restore any product whose finish proves to be defective back to its original finish at no charge during the appropriate warranty period stated above. Proof of purchase must be provided. After the warranty period, O'Neil Ruppel will refinish any of its faucets at the prevailing appropriate charge.

What you must do: The faucets must be properly installed according to our instructions and specifications and are for residential use only. The faucets cannot be altered in any way. You must maintain and clean the faucets in accordance with the instructions provided with the product. You must use the faucet(s) for residential use only.

What is not covered: This warranty does not cover the crystal/glass, or porcelain products of any faucet or the drain assembly or aerator on other than the Chrome or PVD finishes. This warranty also does not cover damage caused by accident, alterations, misuse, abuse, normal wear and tear, lime deposits, direct exposure to salty air or corrosive materials, or the color change that takes place with the passage of time, or use in any manner contrary to O'Neil Ruppel's printed instructions.

How to obtain service: Contact your Renaissance Tile & Bath Design Consultant directly or email info@oneilruppel.com and send your name, address, and telephone number along with a statement describing the nature of the problem, indicating type of fixture, and your paid sales slip with purchase date or other proof of purchase to:

O'Neil Ruppel
349 Peachtree Hills Avenue
Atlanta, GA 30305
info@oneilruppel.com
1-800-275-1822

We will then contact you and take appropriate action. **Do not send us any part(s) of your faucet(s) or its various connecting hoses unless we have contacted you and have sent you an approved RGA form.** All transportation charges for returned goods must be paid by the customer.

O'Neil Ruppel reserves the right to change, modify or alter its products as deemed necessary. This warranty supersedes any other O'Neil Ruppel warranties, whether oral or written.

Unless otherwise contrary to state law governing the purchase, O'Neil Ruppel's liability will not exceed the wholesale price for the O'Neil Ruppel product considered defective. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state. Some states do not allow exclusion of incidental or consequential damages, so the above limitation may not apply to you.

NOTICE

O'Neil Ruppel products are ICC-PMG listed and are tested to ASME A112.18M and ASSE 1016, and comply with Section 9 of NSF 61 as well as NSF 372 for basin faucet, bar faucets, and kitchen faucets as required.