



Product Warranty – Updated May 29, 2024

Houzer offers the following warranties effective from the date of purchase that its products are free from manufacturing defects in material and workmanship and that they will not fail under normal residential use:

- Fireclay Sinks – Limited Lifetime Warranty
- Granite Composite Sinks - Limited Lifetime Warranty
- Faucets – Limited Lifetime Warranty
- Stainless Steel Sinks – Limited Lifetime Warranty
- Eston Stainless Steel Sinks – 10 Year Limited Warranty
- Porcella Enameled Steel Sinks – 10 Year Limited Warranty.
- Hamat for Houzer Products – Limited Lifetime Warranty
- Accessories – 1 Year Limited Warranty

Houzer warrants all the mechanical parts to be free from manufacturing defects in material and workmanship for the specified period. If any product proves to be defective during the warranty period to the original owner, Houzer will provide, at its option, free of charge replacement parts or will replace the product. This warranty does not cover parts or finishes that have been improperly installed, damaged, subjected to misuse, abuse or used in a location other than a residential indoor kitchen. Faucet(s) subjected to abrasive cleaning, such as scratching or scuffing, or corrosive agents, including, but not limited to, bleach, ammonia or alcohol are not covered by this warranty.

LIMITED LIFETIME WARRANTY on the fixed components of all fireclay, granite composite, stainless-steel sinks excluding the Eston family, faucets, and Hamat for Houzer products means that they are ensured against defects of material and workmanship for a "Lifetime". "Lifetime" is defined as the period which the original consumer owns the home in which the Houzer "product(s)" are installed. This warranty is limited to defects or damages resulting from a normal indoor residential use and does not cover the following: surface corrosion (chemical or natural), scuffs or scratches, misuse, abnormal or abusive use, dents, deformations caused by impact, common wear and tear, improper installation, care and/or maintenance, commercial use, environmental factors causing damage, improper application such as exposure to corrosive chemicals and photographic solutions, shipping or freight damage. The warranty does not cover shipping costs, labor costs or any other costs associated with the installation or replacement of the sink, faucet or part(s) and are extended only to the original consumer, who purchased the product. Houzer, at its discretion, may repair or replace the product or product component part(s) necessary to restore the product to good working condition.



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10 Year LIMITED WARRANTY on for all Houzer Eston Stainless Steel Sinks and Porcella Enameled Steel Sinks means that they are ensured against defects of material and workmanship for “10 Years”. “10 Years” is defined as the period commencing on the date of original customer purchase and concluding on the 10-year anniversary. This warranty is limited to defects or damages resulting from a normal indoor residential use and does not cover the following: surface corrosion (chemical or natural), scuffs or scratches, misuse, abnormal or abusive use, dents, deformations caused by impact, common wear and tear, improper installation, care and/or maintenance, commercial use, environmental factors causing damage, improper application such as exposure to corrosive chemicals and photographic solutions, shipping or freight damage. The warranty does not cover shipping costs, labor costs or any other costs associated with the installation or replacement of the sink, faucet or part(s) and are extended only to the original consumer, who purchased the product. Houzer, at its discretion, may repair or replace the product or product component part(s) necessary to restore the product to good working condition.

1 Year LIMITED WARRANTY on for all Houzer accessories means that they are ensured against defects of material and workmanship for “1 Year”. “1 Year” is defined as the 365-day period from which the original customer purchased the product. This warranty is limited to defects or damages resulting from a normal indoor residential use and does not cover the following: surface corrosion (chemical or natural), scuffs or scratches, misuse, abnormal or abusive use, dents, deformations caused by impact, common wear and tear, improper installation, care and/or maintenance, commercial use, environmental factors causing damage, improper application such as exposure to corrosive chemicals and photographic solutions, shipping or freight damage. The warranty does not cover shipping costs, labor costs or any other costs associated with the installation or replacement of the sink, faucet or part(s) and are extended only to the original consumer, who purchased the product. Houzer, at its discretion, may repair or replace the product or product component part(s) necessary to restore the product to good working condition.

Houzer reserves the right to inspect the installation prior to actual replacement of the product or component part(s). The warranty applies only to the original owner, providing the product has been installed in accordance with the installation instructions, used as recommended and installed in a residential indoor application. Houzer is not responsible or liable for indirect, special, or consequential damages arising out of or in connection with the use or performance of the product and its liability under this warranty is limited to replacement of the defective material.

The manufacturer makes no additional warranties, expressed or implied, and any implied warranty including that of merchantability or fitness for a particular purpose, is limited in



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its duration to the duration of the written limited warranties set forth herein. Some states or provinces do not allow the exclusion or limitation of incidental or consequential damages or limitation on the duration of an implied warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights and may also offer other rights, which may vary from state to state, or province to province.

To obtain Warranty service, Residential or Commercial, please contact:

HOUZER Warranty Service

2605 Kuser Rd. Hamilton, NJ 08691

Phone: [800.880.3639](tel:800.880.3639)

Fax: 609.584.1930

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