

RUBI WARRANTY

TERMS AND CONDITIONS

The warranty does not cover: normal wear of the product (faucets, sinks, etc.), misuse (industrial, commercial or business use) or improper maintenance.

The warranty shall be null and void in the case of use of unsuitable cleaning products (especially those containing abrasive agents, waxes, alcohols, ammonia, bleaches, acids, solvents or other corrosive chemicals), whether used by the buyer or by a third party for the buyer.

Rubi declines all responsibility for faulty installation, transfer, replacement, repair and any damage resulting in loss, injury or direct and indirect costs of any kind including, without limitation, loss of use related to our products.

The warranty in a residential environment excludes damage caused by conditions where the ambient air and / or water are altered (hard water and limestone). This includes but is not limited to the improper storage of corrosive or volatile chemicals in restricted or closed environments near the taps.

This warranty can not be transferred to others. Rubi will abide by the specified warranty periods from the date of purchase, as long as the user, who must also be the first buyer, is the owner of the faucet.

CLEANING

To clean your faucets and shower components, a mild soap, warm water and a soft cloth will be enough to remove dirt, stains and traces of soap accumulation. Rinse after cleaning and dry with a soft, dry cloth to restore the original luster of the product.

For any other information, please contact Rubi via the toll-free number at 1 888 988-7824 (RUBI) or by email at service@rubi.ca.

REPLACEMENT

If the faucet leaks, drips or is defective in material (finish) or workmanship during the applicable warranty period, Rubi will, at no cost, repair or replace any defective part or faucet. The selection of parts will be made according to the current products at the time of replacement. In the event that a product is no longer on the market, a similar replacement product, whose market value is equivalent to the original product at the time of the acquisition, will be designated at the discretion of Rubi. Rubi's entire obligation under the warranty will be limited to the purchase price of the product or its replacement.

WARRANTY CLAIMS

Please contact Rubi toll-free at 1 888 988-7824 (RUBI) or by email at service@rubi.ca. You can also write to us at the following address: 2750 Dalton Avenue, Quebec City, Quebec CANADA G1P 3S4. For each claim made to Rubi, the buyer must provide the original invoice, the date and place of purchase, and a brief description of the cause of the claim. Any omission will invalidate the request.

This warranty excludes all other warranties, including, but not limited to, any warranties of merchantability or fitness for use (excluding those specified in our installation manuals included in our packaging).

Some provinces or states do not allow the limitation of the duration of an implied warranty, the exclusion or limitation of incidental or consequential damages, so the above limitations may not be applicable. Any provision of this warranty which may not be applicable in any province or state shall be deemed inapplicable to the extent of its non-entitlement without thereby invalidating other provisions or the eligibility of such provisions in other provinces or states.

INDUSTRIAL, COMMERCIAL OR INSTITUTIONAL USE - 1 YEAR WARRANTY

Rubi guarantees its products against material (finish) and manufacturing defects for a period of 1 YEAR, from the date of invoice, whether used or not, in industrial, commercial or institutional environments (heavy duty; whose use is high). The general conditions apply.

BUILT-IN NICHE

Rubi guarantees for LIMITED LIFETIME* its stainless steel niches against material and manufacturing defects. The PVD matte black and Nanotech titanium finishes are guaranteed for 10 YEARS.

CARTRIDGES, MIXERS AND STOP VALVES

Rubi guarantees for LIMITED LIFETIME* its cartridges (hot / cold, single control, thermostatic, pressure balanced) for kitchen and bathroom faucet against any manufacturing defect. It is the same for its shower mixers and stop valves (rough and trims).

DRAINS - SHOWER

Rubi guarantees for LIMITED LIFETIME* its stainless steel linear shower drains against material and manufacturing defects.

DRAINS - WASHBASIN AND BATHTUB

Rubi guarantees for LIMITED LIFETIME* its washbasin and bath drains against any manufacturing defects.

FAUCETS - BATHROOM

Rubi guarantees for LIMITED LIFETIME* its bathroom faucets and bathtub spouts against leaks, dripping and any manufacturing defects. The lifetime warranty also applies in the event of a material defect for chrome, PVD matte black or PVD brushed nickel faucets.

FAUCETS - KITCHEN

Rubi guarantees for LIMITED LIFETIME* its kitchen faucets against leaks, dripping and any manufacturing defects. The lifetime warranty also applies in the event of a material defect chrome, PVD matte black, PVD gold or PVD stainless steel faucets.

FURNITURE

Rubi guarantees the components of its bathroom furniture and vanities, as well as hinges and slides for doors and drawers against material and manufacturing defects for a period of 5 YEARS. However, the warranty excludes damage caused by water.

MIRRORS

Rubi guarantees its mirrors including those with LED lighting against material and manufacturing defects, as well as electronic components for a period of 5 YEARS. However, the warranty excludes damage caused by water.

SANITARY

Rubi guarantees its toilets and washbasins against material and manufacturing defects for a period of 5 YEARS. The toilet seats are guaranteed for 1 YEAR.

SHOWER COLUMNS

Rubi guarantees for LIMITED LIFETIME* its cartridges, mixers and stop valves against any manufacturing defect. The other components (hand showers, shower heads, etc.) included in the shower columns are guaranteed for 3 YEARS.

SHOWER COMPONENTS

Rubi guarantees its shower bars and components, including soap holders, hand showers, hoses, elbow connectors, shower heads and body jets, against material and manufacturing defects for 3 YEARS.

SINKS

Rubi guarantees for LIMITED LIFETIME* its stainless steel sinks against material and manufacturing defects. Sink grids, strainers and soap dispensers are guaranteed for 1 YEAR.

*The limited lifetime warranty is for a period of twenty (20) years from the date of purchase by the original buyer of the product. The warranty is subject to the conditions of exceptions and exclusions from the conventional warranty offered by Rubi. Certain conditions apply, refer to your authorized Rubi representative or contact our customer service department.

LIMITED WARRANTY	1 YEAR	3 YEARS	5 YEARS	10 YEARS	LIFE*
BUILT-IN NICHEs ∨	—	—	—	—	—
• Manufacturing defects					•
• Material defects - IB finish					•
• Material defects - BK and TI finishes				•	
CARTRIDGES - KITCHEN AND BATHROOM					•
DRAINS - SHOWER					•
DRAINS - WASHBASIN AND BATHTUB					•
FAUCETS - BATHROOM (bath spouts included) ∨	—	—	—	—	—
• Manufacturing defects, leaks and dripping					•
• Material defects - CC, NN and BK finishes					•
FAUCETS - KITCHEN ∨	—	—	—	—	—
• Manufacturing defects, leaks and dripping					•
• Material defects - CC, IX, OR and BK finishes					•
FLEXIBLE HOSES - KITCHEN AND BATHROOM		•			
FURNITURE			•		
MIRRORS (LED mirrors included)			•		
MIXERS AND STOP VALVES					•
SINKS - KITCHEN					•
• Strainers, grids, soap dispensers	•				
SHOWER COLUMNS ∨	—	—	—	—	—
• Cartridges, mixers and stop valves					•
• Shower components (shower heads, hand showers, etc)		•			
SHOWER COMPONENTS		•			
• Bars, shower heads, body jets, hand showers, connectors		•			
TOILETS			•		
• Toilet seats	•				
WASHBASINS - BATHROOM			•		

Certification

All our faucets are certified to meet the various standards and practices of the industry.

