

Pearl® Faucet Limited Lifetime Warranty

Pearl® Faucet Limited Lifetime Warranty provides assurances to the consumer that the Pearl® Faucet is free from defective manufacturing and workmanship for the lifetime of the product, which is the duration of ten (10) years. Homeowners must claim any and all manufacturing and workmanship defects within ten years of installation. This warranty also covers the leaking of the faucet head, the faucet handle, faucet cartridges, and other limited faucet components. Further faucet problems that extend beyond the above-mentioned may be covered by the PEARL® Faucet Limited Lifetime Warranty at the discretion of PEARL®.

Pearl® Faucet Limited Lifetime Warranty reserves the right to either provide credit, parts, or a replacement. It is under Pearl®'s discretion to issue a full product replacement or a replacement part if the product in question is eligible for the warranty. **In the case that a replacement is necessary, the homeowner will only receive a replacement of the same value or of the same model.**

Pearl® is not responsible for any costs associated with the replacement or return of the Pearl® product and is not responsible for any costs or damages associated with the installation or removal of the Pearl® Faucet including the replacement of parts.

Pearl® Faucet Limited Lifetime Warranty coverage excludes: *a) damages and problems originating from improper installation, b) finish reduction, c) scratching and staining, d) damage from chemical cleaners, e) damage from abrasive cleaners, f) damage from atmospheric and environmental conditions, g) damage to material from external force h) inadequate plumbing, natural deposits, natural oxidation, erosion, or force majeure i) normal wear and tear including hose fatigue, hand Faucet slider fatigue, damage from metal to metal contact, damage to the Faucet caused by excessive force h) other external damages not listed here*

Any damage or incidents associated with the Faucet will not be the responsibility of Pearl®. This includes but is not limited to, *flooring damage, water stains, cabinet damage, appliance damage, clogging of the drain, flooding, or accidents resulting in physical harm.*

The liability of Pearl® only covers the Pearl® Faucet and shall not exceed the purchase price of the product. **Pearl® Faucets are only warrantable for home use only, any commercial usage voids the warranty. The warranty of Pearl® is voided if damages are caused by the following: environmental disasters (fire, earthquakes, floods, storms) misuse, abuse, and any other external causes not listed here. Any damages, harm, or legal building code compliance resulting outside the physical Faucet are the responsibilities of the homeowner and installers.**

Installations that are not done by a licensed trade professional are not the responsibility of Pearl® and the warranty would then be voided. All installations are to be tested before

use by the installer. A water line pressure test to ensure no debris slips into the hose is required prior to installation in order to qualify for this warranty. Any damage or harm caused by debris in the water lines is not the responsibility of PEARL® and is not covered by this warranty.

To be eligible for the Pearl® Faucet Limited Lifetime Warranty, The Faucet must be in its original installation position, if the Pearl® Faucet has been relocated in any way, the warranty will be voided. Relocation of the Pearl® Faucet includes the installation of the Faucet to a different location in the home, in a new home, in its originating location after a home is rebuilt, or if the Faucet was used for commercial use.

To qualify for Pearl® Faucet Limited Lifetime Warranty, the homeowner must provide the following:

- Proof of Authenticity of the Faucet
- Proof of Original Installation Date. Documents acceptable for proof can include the following:
 - Original Receipt from the Origin of Purchase
 - Packing Slip
 - Invoice from Plumber or Supplier.

To prove the product in question is a Pearl® Faucet, the homeowner **must provide pictures of the Faucet in their entirety and a picture of the Pearl® Logo.** The picture of the whole Faucet must be clear and identifiable as Pearl® Faucet. The picture of the logo must clearly show the logo, **pictures that are distorted or doctored by software will not be accepted.**

To claim a Pearl® Faucet Limited Lifetime Warranty please fill out the form [here](#)

Or
Email us at support@lifewithpearl.com