SIMPLE PROJECT

ONE YEAR LIMITED WARRANTY

CONTACT & AFTER-SALES SUPPORT

Customer Service Email: THETOHOMEINC@outlook.com
Address: 2145 ANVIL BLOCK ROAD, FOREST PARK, GA 30297

LIMITED WARRANTY COVERAGE

Simple Project products are made with quality materials and excellent craftsmanship to provide customers with a long-lasting product. All products purchased in our store have a one-year warranty and are covered by the following after-sales service terms:

1. Damage upon Receipt:
When you receive the product, we recommend that you immediately unpack and check whether the accessories are complete and the product is intact and undamaged. If you find damage when you receive the product, please contact us immediately and provide relevant evidence (such as photos or videos).

2. Product Warranty:
If the product has quality problems or accessories are damaged under normal use during the warranty period, please feel free to contact us. We will provide you with technical support and choose to repair, replace accessories, or reissue new products according to the specific situation.

After confirming the damage or quality problems, we will provide one of the following two options:

1. **Issue a refund of the original purchase price of the products**
2. **Resend you a new product or the necessary replacement parts without returning the damaged product**

This warranty applies only to the original purchaser. When requesting a warranty, be sure to have the following:

- **Order Number**
- **Description, Pictures, Videos of the defect**

You can contact us for after-sales service through the following method:
Customer Service Email: THETOHOMEINC@outlook.com

LIMITATIONS AND EXCLUSIONS

1. Professional Installation: Simple Project recommends the installations be made by a licensed, professional plumber. Simple Project will not be held responsible for any damage or product failure due to improper installation, misuse, or failure to use a licensed professional.

2. Maintenance & Care: This warranty does not cover damages caused by improper maintenance, exposure to corrosive materials, or failure to follow care or installation instructions enclosed with your product.

3. Misuse & Wear: This warranty does not cover damages caused by instances of negligence, misuse, abuse, carelessness, accident, hard water or mineral deposits, misapplication, alteration of the product.

4. Incidental Damages: Simple Project will not be liable for any other incidental or consequential costs, expenses, or damages. For example, any removal or installation cost.