

HOROW Toilet Limited Warranty

One-Year Limited Warranty

HOROW products are made with high-quality materials and workmanship to provide our customers with products that are built to last. HOROW warrants the product to be free of defects in material and workmanship during normal use for 1 year from the date of purchase.

HOROW recommends that the installation should be performed by a licensed professional plumber.

This warranty excludes all industrial, commercial and business usage.

During this limited warranty, if a defect in material or workmanship is found in normal use, HOROW will, at its election, repair or replace the product or the parts free of charge.

This warranty excludes incidental or inconsequential surface damage or scratches after installation and does not cover instances of negligence, misuse, abuse, improper installation, carelessness, accident, hard water or mineral deposits, exposure to corrosive materials, misapplication, damages caused by improper maintenance, alteration of the product, or failure to follow care or installation instructions. HOROW is not responsible for labor charges, removal charges, installation costs, or other incidental or consequential costs.

This warranty applies only to the original purchaser. Proof of purchase (original sales receipt) and evidence of damage will be required in the case of a claim.

HOROW encourages warranty registration upon purchase to create a record of product ownership at <https://horow.com/pages/register>. Registration is completely voluntary and failure to register will not diminish your limited warranty rights.



For any questions or claims, please contact us by phone or email.

Phone: (+1)209-200-8033 (Monday to Friday)

Email: support@horow.com

When making a claim, please prepare a photo of the evidence of damage so that we can quickly resolve the claim for you.



Warning

The contents of your order may include sharp or other possibly harmful components that may pose a hazard to children and adults. HOROW is not responsible for any personal injury.

The HOROW warranty is a comprehensive and explicit limit of liability, and all items outside of it are not addressable by or the responsibility of HOROW. Certain states have variances regarding implied warranties and in those situations, we remain fully compliant.

HOROW Shower Series Limited Warranty

• Shower Door Limited Warranty

Five-Year Limited Warranty for Shower Door

Three-Year Limited Warranty for Non-metal Parts

One-Year Limited Warranty for Easy-clean Coating

HOROW products are made with high-quality materials and workmanship to provide our customers with products that are built to last. HOROW warrants the shower door (including the glass and the hardware) to be free of defects in material and workmanship during normal residential use for 5 years from the date of purchase. HOROW warrants all non-metal parts (such as seal strips and plastic parts) to be free of defects in material and workmanship for 3 years from the date of purchase. HOROW warrants the hydrophobic property of easy-clean coating to be free of defects for 1 year from the date of purchase due to differences in usage frequency and cleaning methods.

If the product is used commercially, HOROW warrants the product to be free of defects in material and workmanship for 3 years from the date of purchase. All other terms of this warranty apply except for duration.

• **Bathtub Limited Warranty**

Five-Year Limited Warranty for Bathtub

Three-Year Limited Warranty for All Other Parts

HOROW products are made with high-quality materials and workmanship to provide our customers with products that are built to last. HOROW warrants the bathtub to be free of defects in material and workmanship during normal residential use for 5 years from the date of purchase. HOROW warrants all other parts (such as drainpipe and drainer) to be free of defects in material and workmanship for 3 years from the date of purchase.

If the product is used commercially, HOROW warrants the product to be free of defects in material and workmanship for 3 years from the date of purchase. All other terms of this warranty apply except for duration.

• **Shower Base Limited Warranty**

Five-Year Limited Warranty for Shower Base

Three-Year Limited Warranty for All Other Parts

HOROW products are made with high-quality materials and workmanship to provide our customers with products that are built to last. HOROW warrants the shower base to be free of defects in material and workmanship during normal residential use for 5 years from the date of purchase. HOROW warrants all other parts (such as drainpipe and drainer) to be free of defects in material and workmanship for 3 years from the date of purchase.

If the product is used commercially, HOROW warrants the product to be free of defects in material and workmanship for 3 years from the date of purchase. All other terms of this warranty apply except for duration.

During this limited warranty, if a defect in material or workmanship is found in normal residential usage, HOROW will, at its election, repair or replace the product or the parts free of charge.

The following cases are not covered by this warranty: (1) malfunctions or damages caused during installation or final transportation; (2) damages caused by improper use or maintenance, including but not limited to collisions, scrubbing with hard objects, use of strong acidic or alkaline cleaners, or prolonged exposure to direct sunlight; (3) damages caused by modification or relocation after installation; (4) discoloration, scratches, or scale buildup resulting from commercial use; (5) damages caused by natural disasters or other force majeure events. HOROW is not responsible for labor charges, removal charges, installation costs, or other incidental or consequential costs.

Notes

1. Residues resulting from long-term use, cleaning frequency or water quality conditions (e.g., impurities or additives such as alum commonly present in tap water) may remain on glass or metal surfaces after water evaporation. Over time, this may lead to semi-transparent scale on glass surfaces or semi-transparent stains on metal surfaces. Such occurrences shall not be regarded as manufacturing defects. Weekly cleaning with a designated cleaning agent is recommended to prevent such issues.
2. The gradual darkening of color on surface-coated hardware fittings and profiles during the course of normal use shall be regarded as a natural phenomenon and does not constitute a defect.
3. The warranty period specified herein shall commence on the date of purchase.

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HOROW Sink Limited Warranty

• **Stainless Steel Kitchen Sink Limited Warranty**

One-Year Limited Warranty for Stainless Steel Kitchen Sink

One-Year Limited Warranty for All Other Parts

HOROW products are made with high-quality materials and workmanship to provide our customers with products that are built to last. HOROW warrants the stainless steel kitchen sink to be free of defects in material and workmanship during normal use for 1 year from the date of purchase. HOROW warrants all other parts to be free of defects in material and workmanship during normal use for 1 year from the date of purchase.

This warranty excludes all industrial, commercial and business usage.

• **Fireclay Kitchen Sink Limited Warranty**

Three-Year Limited Warranty for Fireclay Kitchen Sink

One-Year Limited Warranty for All Other Parts

HOROW products are made with high-quality materials and workmanship to provide our customers with products that are built to last. HOROW warrants the fireclay kitchen sink to be free of defects in material and workmanship during normal use for 3 years from the date of purchase. HOROW warrants all other parts to be free of defects in material and workmanship during normal use for 1 year from the date of purchase.

This warranty excludes all industrial, commercial and business usage.

• **Fireclay Bathroom Sink Limited Warranty**

One-Year Limited Warranty for Fireclay Bathroom Sink

One-Year Limited Warranty for All Other Parts

HOROW products are made with high-quality materials and workmanship to provide our customers with products that are built to last. HOROW warrants the fireclay bathroom sink to be free of defects in material and workmanship during normal use for 1 year from the date of purchase. HOROW warrants all other parts to be free of defects in material and workmanship during normal use for 1 year from the date of purchase.

This warranty excludes all industrial, commercial and business usage.

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