



AMERICAN STANDARD VIETNAM
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ISO 9001

WARRANTY POLICY

American Standard

Applicable to: Ceramic sanitary ware, faucet, bathtub, and accessories of American Standard Brand or supplied by American Standard Vietnam Inc.

- The manufacturer shall apply warranty for new products within the following periods:
 - Ceramic parts 10 (ten) years
 - Tank fittings, Seat & Cover 02 (two) years
 - Bathtubs: 01 (one) year
 - Electric Bidet, Manual Bidet 01 (one) year
 - Bathroom Accessories 02 (two) years
 - Faucet 02 (two) years
 - (Ceramic valve: permanent)

(As for projects and constructions, warranty period shall start from date of invoice)

- American Standard shall provide free warranty during the warranty period for technical defects in production.
- Warranty liability aims to ensure that the product works normally in the warranty period.
- The manufacturer's authorized representative shall inspect and decide whether the defective product will be repaired or replaced by a new one, provided that such defect occurs while the product is under normal use and proper maintenance.
- Warranty conditions shall be applicable only to the original purchaser with valid vouchers provided upon purchase.
- Public works under high frequency of use not covered by this warranty shall be subject to a separate warranty contract as required by the customer or as provided in the contract of supply.

Warranty liability **does not cover** the following cases:

1. Warranty card is lost, altered or the product is not in accordance with the contents of the warranty card.
2. Damage due to installation, removal to repair, accident, misuse, improper maintenance or replacement of products not supplied by American Standard, whether by a worker, a service company, a homeowner or whoever without the consent of the manufacturer or manufacturer's agent.
3. Degraded products due to natural wear and tear.
4. Damage due to natural disasters and explosion (fire, gas, earthquake, lightning...)
5. Damage due to transport, breakage or external impact.
6. Incompliance with manual in the provided Catalogue and the documents.
7. The product's warranty period has expired.
8. Ceramic products and toilet bowls which are broken or do not work due to incorrect assembly or error upon purchase and use include:
 - a. No appropriate drainage system or improper installation due to incompliance with the manual
 - b. No adequate ventilation or accidental or deliberate drop of things causing drainage system's congestion.
 - c. Break due to cement assembly inconsistent with the manual.
9. The product is not used as instructed in the provided Catalogue (eg. Inappropriate source voltage, frequency, installation, maintenance, source stability, etc.).
10. Plated, painted or enamelled faucets are scratched or stained, corroded due to rub with hard objects, unsuitable cleaning cloths, detergents or corrosive substances, or the products are installed or used near or in humid, acid, alkaline or dusty environment.
11. Bathtubs are cracked, scratched due to impacts of hard objects outside or inside the product.
12. The products are replaced by parts or accessories not provided or indicated by the Manufacturer.
13. The products contain American Standard trademark, but the origin is unclear, or are not imported by the manufacturer's agent.
14. Counterfeit or imitated products of American Standard.

15. Permanent warranty is provided to the faucet ceramic valve core, but does not cover broken valve due to strong force, broken the control axle or voluntary disassembly.

This Warranty Card is the private guarantee of supplier which gives you specific legal rights; and subject to local law, you may also have other rights.

Attentions:

1. Before requesting warranty service, please:

- Read the manuals for installation and use carefully.
- Search the website: www.americanstandard.com.vn for common problems.

2. When requesting warranty service, please provide following details:

- Serial number of the product, date and place of purchase.
- Brief description of the problems encountered.
- Specific address and phone number that help our warranty staff to support as soon as possible.

American Standard Vietnam
Customer Services Department