

Warranty

Limited Warranty on Peerless® Faucets

Parts and Finish

All parts and finishes of this Peerless® faucet are warranted to the original consumer purchaser to be free from defects in material and workmanship for as long as the original consumer purchaser owns the home in which the faucet was first installed. For commercial purchasers, the warranty period is ten (10) years for multi-family residential (apartments and condominiums) and five (5) years for all other commercial uses, in each case from the date of purchase.

Parts and Finish for Peerless® Recertified Faucets

Peerless Faucet Company offers for sale online Peerless® Recertified faucets. Peerless® Recertified faucets only include faucets that have been certified as such by Peerless Faucet Company. All parts (other than electronic parts and batteries) and finishes of these Peerless® Recertified faucets are warranted to the original consumer purchaser to be free from defects in material and workmanship for ten (10) years from the date of original purchase. For commercial purchasers, the warranty period is one (1) year from the date of original purchase.

What We Will Do

Peerless Faucet Company will repair or replace, free of charge, during the applicable warranty period (as described above), any part or finish that proves defective in material and/or workmanship under normal installation, use and service. If repair or replacement is not practical, Peerless Faucet Company may elect to refund the purchase price in exchange for the return of the product. **These are your exclusive remedies.**

What Is Not Covered

Any labor charges incurred by the purchaser to repair, replace, install or remove this product are not covered by this warranty. Peerless Faucet Company shall not be liable for any damage to the faucet resulting from reasonable wear and tear, outdoor use, misuse (including use of the product for an unintended application), freezing water, abuse, neglect or improper or incorrectly performed installation, maintenance or repair, including failure to follow the applicable care and cleaning instructions. Peerless Faucet Company recommends using a professional plumber for all installation and repair. We also recommend that you use only genuine Peerless® replacement parts.

What You Must Do To Obtain Warranty Service or Replacement Parts

A warranty claim may be made and replacement parts may be obtained by calling 1-800-438-6673 or by contacting us by mail or online as follows (please include your model number and date of purchase):

In the United States and Mexico:

Peerless Faucet Company
55 E. 111th Street
Indianapolis, IN 46280
Attention: Warranty Service

<https://www.peerlessfaucet.com/customer-support/contact-us>

In Canada:

Masco Canada Limited, Plumbing Group
Technical Service Centre
350 South Edgeware Road
St. Thomas, Ontario, Canada N5P 4L1

<https://www.peerlessfaucet.com/customer-support/contact-us>

Proof of purchase (original sales receipt) from the original purchaser must be made available to Peerless Faucet Company for all warranty claims unless the purchaser has registered the product with Peerless Faucet Company. This warranty applies only to Peerless® faucets manufactured after January 1, 2019 and installed in the United States of America, Canada and Mexico.

Limitation on Duration of Implied Warranties. Please note that some states/provinces (including Quebec) do not allow limitations on how long an implied warranty lasts, so the below limitations may not apply to you. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THIS WARRANTY, WHICHEVER IS SHORTER.

Limitation of Special, Incidental or Consequential Damages. Please note that some states/provinces (including Quebec) do not allow the exclusion or limitation of special, incidental or consequential damages, so the below limitations and exclusions may not apply to you. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY DOES NOT COVER, AND PEERLESS FAUCET COMPANY SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LABOR CHARGES TO REPAIR, REPLACE, INSTALL OR REMOVE THIS PRODUCT), WHETHER ARISING OUT OF BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, TORT, OR OTHERWISE. PEERLESS FAUCET COMPANY SHALL NOT BE LIABLE FOR ANY DAMAGE TO THE FAUCET RESULTING FROM REASONABLE WEAR AND TEAR, OUTDOOR USE, MISUSE (INCLUDING USE OF THE PRODUCT FOR AN UNINTENDED APPLICATION), FREEZING WATER, ABUSE, NEGLECT OR IMPROPER OR INCORRECTLY PERFORMED INSTALLATION, MAINTENANCE OR REPAIR, INCLUDING FAILURE TO FOLLOW THE APPLICABLE INSTALLATION, CARE AND CLEANING INSTRUCTIONS. Notice to residents of the State of New Jersey: The provisions of this warranty, including its limitations, are intended to apply to the fullest extent permitted by the laws of the State of New Jersey.

Additional Rights

This warranty gives you specific legal rights, and you may also have other rights which vary from state/province to state/province.

This is Peerless Faucet Company's exclusive written warranty and the warranty is not transferable.

If you have any questions or concerns regarding our warranty, please contact us as provided above or view our Warranty or FAQs under Customer Support at www.peerlessfaucet.com.

Limited Warranty on Peerless® Bathing Products

This bathing product is warranted to the original consumer purchaser or commercial user, as applicable, to be free from defects in material and workmanship for the applicable period specified below:

Peerless® Tubs, Shower Bases, Shower Enclosures, and Walls

Three (3) years from the date of purchase by the original consumer purchaser or, for commercial users, one (1) year from the date of purchase.

What We Will Do

Peerless Faucet Company will repair or replace, free of charge, during the applicable warranty period, any part that proves defective in material and/or workmanship under normal installation, use and service. If repair or replacement is not practical, Peerless Faucet Company may elect to refund the purchase price (the return of the product may be required at Peerless Faucet Company’s option). These are your exclusive remedies.

What Is Not Covered

Any labor charges incurred by the purchaser to repair, replace, install or remove this product are not covered by this warranty. Peerless Faucet Company shall not be liable for any damage to the product resulting from reasonable wear and tear, misuse, abuse, neglect or improper or incorrectly performed installation, maintenance or repair, including failure to follow the applicable care and cleaning instructions. Peerless Faucet Company recommends using a professional plumber for all installation and repair. We also recommend that you use only genuine Peerless® replacement parts.

Do not use certain cleaning products. Cleaning products containing the following chemicals can cause this bathing product to crack or discolor and use of cleaning products containing these chemicals will void this warranty: Naphtha, Amyl Acetate, Hydrogen Peroxide Solution (common hydrogen peroxide), Toluene, Ethyl Acetate, Lye (common in drain cleaners), Acetone.

What You Must Do To Obtain Warranty Service or Replacement Parts

A warranty claim may be made and replacement parts may be obtained by calling 1 800 355 2721 or by writing to:

In the United States and Mexico:

Peerless Faucet Company
Product Service
55 E. 111th Street
Indianapolis, IN 46280
customerservice@peerlessfaucet.com

In Canada:

Masco Canada Limited, Plumbing Group
Technical Service Centre
350 South Edgeware Road
St. Thomas, Ontario, Canada N5P 4L1
customerservice@mascocanada.com

Proof of purchase (original sales receipt) from the original purchaser must be made available to Peerless Faucet Company for all warranty claims unless the purchaser has registered the product with Peerless Faucet Company. This warranty applies only to bathing products that are installed in the United States of America, Canada and Mexico.

Limitation on Duration of Implied Warranties

Some states/provinces (including Quebec) do not allow limitations on how long an implied warranty lasts, so this limitation may not apply to you. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, ANY IMPLIED WARRANTY, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND OF FITNESS FOR A PARTICULAR PURPOSE, IS LIMITED TO THE STATUTORY PERIOD OR THE DURATION OF THIS WARRANTY, WHICHEVER IS SHORTER.

Limitation of Special, Incidental or Consequential Damages

Some states/provinces (including Quebec) do not allow the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. TO THE MAXIMUM EXTENT PERMITTED BY APPLICABLE LAW, THIS WARRANTY DOES NOT COVER AND PEERLESS FAUCET COMPANY SHALL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES (INCLUDING LABOR CHARGES TO REPAIR, REPLACE, INSTALL OR REMOVE THIS PRODUCT), WHETHER ARISING OUT OF BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, BREACH OF CONTRACT, TORT, OR OTHERWISE. PEERLESS FAUCET COMPANY SHALL NOT BE LIABLE FOR ANY DAMAGE TO THE PRODUCT RESULTING FROM REASONABLE WEAR AND TEAR, MISUSE, ABUSE, NEGLECT OR IMPROPER OR INCORRECTLY PERFORMED INSTALLATION, MAINTENANCE OR REPAIR, INCLUDING FAILURE TO FOLLOW THE APPLICABLE INSTALLATION, CARE AND CLEANING INSTRUCTIONS. Note to residents of the State of New Jersey: The provisions of this document are intended to apply to the fullest extent permitted by the laws of the State of New Jersey.

Additional Rights

This warranty gives you special legal rights, and you may also have other rights, which vary from state/province to state/province.

This is Peerless Faucet Company’s exclusive written warranty and the warranty is not transferable.

If you have any questions or concerns regarding technical support, installation or our warranty, please call, mail or email us as provided above or visit our website at www.peerlessfaucet.com.
