

Hansgrohe Warranty

Trust in quality “Made by Hansgrohe”

Offering our customers the highest quality at all times is a fundamental part of the Hansgrohe company philosophy. For over 100 years, we have been manufacturing high-quality bathroom products and ensuring high standards with our comprehensive quality management. This is in operation in all our plants, both national and international.

On this reliable basis, proven over generations, we go one step further as a manufacturer. Conditions and details can be found in the warranty coverage below.

Warranty conditions

General

Offering our customers the highest quality at all times is a fundamental part of the Hansgrohe, Inc. company philosophy. We offer consumers a limited warranty on our Hansgrohe® and AXOR® branded products.

This warranty is limited to products manufactured by Hansgrohe, Inc. that are purchased from a Hansgrohe, Inc. authorized seller by a consumer in the United States or Canada after September 1, 2019, and installed in either the United States or in Canada.

Hansgrohe shall assume this manufacturer’s guarantee towards consumers of Hansgrohe products in addition to the legal guarantee to which the consumer is entitled in relation to the seller. It shall apply without prejudice to mandatory liability regulations, such as those in accordance with the Product Liability Act, in cases of wilful intent and gross negligence, or resulting from loss of life, physical injury or damage to health by Hansgrohe or its agents.

The term “consumer” in this manufacturer’s guarantee shall refer to any natural person who owns the product and has not purchased it for the purpose of resale to or installation for a third party within the scope of its commercial or self-employed professional activities. The term “primary customer” shall mean the consumer who has directly purchased the product from Hansgrohe or a dealer or other natural or legal person who resells or installs the product within the scope of its commercial or self-employed professional activities.

Warranty protection

Hansgrohe, Inc. warrants to the original consumer purchaser that hansgrohe and AXOR products will be free from defects in material and workmanship for as long as the original consumer purchaser owns both the product and the home in which the product was originally installed. For commercial purchasers, the warranty period is (a) one (1) year for hansgrohe products and (b) five (5) years for AXOR products, in each case from the date of purchase. The warranty period for products in the Rubbed Bronze finish is three (3) years from the date of purchase. This warranty is non-transferable.

WHAT WE WILL DO

Hansgrohe, Inc., at its option, will replace any product or part of the product that proves defective in workmanship and/ or material, under normal installation, use, service and maintenance. If Hansgrohe, Inc. is unable to provide a replacement part or product and repair is not practical or cannot be made in timely fashion, Hansgrohe, Inc. may elect to refund the purchase price in exchange for the return of the defective product. REPAIR OR REPLACEMENT (OR, IN LIMITED CIRCUMSTANCES, REFUND OF THE PURCHASE PRICE) AS PROVIDED UNDER THIS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE PURCHASER.

WHAT IS NOT COVERED BY THE WARRANTY

Because Hansgrohe, Inc. is unable to control the quality of hansgrohe or AXOR products sold by unauthorized sellers, unless otherwise prohibited by law, this warranty does not cover hansgrohe or AXOR products purchased from unauthorized sellers. Authorized sellers can be found on hansgrohe and AXOR branded websites.

Labor and other expenses for disconnection, deinstallation, or return of the product for warranty service (including but not limited to proper packaging and shipping costs), or for installation or reinstallation of the product are not covered by this warranty. Hansgrohe, Inc. shall not be liable for any damage to the product resulting from reasonable wear and tear, outdoor use, misuse (including use of the product for an unintended application), freezing water, excessive water pressure, pipe corrosion in the home in which the product is installed, abuse, neglect or improper or incorrectly performed installation, maintenance or repair, including the use of abrasive or caustic cleaning agents or “no-rinse” cleaning products.

This warranty does not cover: (i) accessories, connected materials and products, or related products not manufactured by Hansgrohe, Inc. (ii) any hansgrohe or AXOR product sold for display purposes or (iii) hansgrohe or AXOR products purchased from unauthorized sellers.

Additional Information

PRODUCT INSTRUCTIONS AND QUESTIONS

Upon purchase or prior to installation, please carefully inspect your Hansgrohe product for any damage or visible defect. Prior to installing, always carefully study the enclosed instructions on the proper installation and the care and maintenance of this product. If you have questions at any time about the use, installation or performance of your Hansgrohe product, or the Limited Warranty, please write us or call us toll-free at 800-334-0455.

HANSGROHE RETURN GOODS POLICY

Hansgrohe, Inc. is dedicated to customer satisfaction. If for any reason you must return a product to us, please follow our Return Policy. Product should not be returned for credit or replacement without prior written authorization from Hansgrohe, Inc. Any product returned and received by Hansgrohe without prior written authorization will not be accepted. You will be notified and the items will be returned at your expense.

- To return any Hansgrohe or Axor products you must first obtain a Return Goods Authorization (RGA) number from us. Fax (770-889-1783), phone (800-334-0455) or e-mail (customerservice@hansgrohe.com) your request to Hansgrohe, Inc. listing the invoice number

or purchase order number, part number(s), quantity and the reason for the return. An RGA number and a copy of the list of items approved for return will be faxed to you.

- Return Goods Authorization will expire 60 days after the date of issue.
- Hansgrohe or Axor items returned will incur a 25% (\$20 minimum) restocking charge, unless the return is due to a Hansgrohe error or if there is a product defect.
- All items must be returned in their original product box. Showerpanels and shower columns will incur a \$40 per item rebox charge. All other damaged or otherwise unusable boxes will incur a \$10 per item rebox charge. All Hansgrohe and Axor product boxes must be placed in outer shipping carton(s) with adequate packing material to ensure that the product is not damaged while in transit. Please include a copy of the faxed RGA in your shipment. The RGA number must be clearly written on the outside of the shipping carton(s) and also be referenced on the shipping label(s).
- Hansgrohe will not accept returns on phase-out product after five months from the date of the announcement from Hansgrohe, Inc. Any returns of such product during this five month period will incur a 25% restocking fee.
- Hansgrohe will not accept returns on discontinued product that is not listed in the current price book.
- Stock Rotations: Hansgrohe will accept a maximum of one 2 for 1 stock rotation every six months (excludes phase-out product). An order at twice the value of the return must accompany the RGA request. The 25% restocking fee will be waived for stock rotations that meet the above stated policy.
- Custom products are non-returnable and cannot be cancelled upon receipt of order confirmation sent from Hansgrohe, Inc.

The return shipment should be sent freight prepaid to:

Hansgrohe, Inc.
Attn: RGA Department
1492 Bluegrass Lakes Parkway
Alpharetta, GA 30004

- Receipt of returned product does not guarantee credit. The value of the returned goods will be determined following inspection of the items received. Credit will only be issued for those items that meet Hansgrohe's Return Goods Policy conditions.

Services in the event of a guarantee claim

Contact your retailer, or contact Technical Service at:
Hansgrohe, Inc.
1492 Bluegrass Lakes Parkway
Alpharetta, GA 30004
Toll-free 800-334-0455

In requesting warranty service, you will need to provide:

1. The sales receipt or other evidence of the date and place of purchase.
2. A description of the problem.
3. Delivery of the product or the defective part, postage prepaid and carefully packed and insured, to: Hansgrohe, Inc. 1492 Bluegrass Lakes Parkway Alpharetta, GA 30004 Toll-free 800-334-0455

When warranty service is completed, any repaired or replacement product or part will be returned to you postage prepaid. REVISED SEPTEMBER 1, 2019.

Limitation on Duration of Implied Warranties. Some States 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. Some States do not allow the exclusion or limitation of 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 HANSGROHE, INC. 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. HANSGROHE, INC. SHALL NOT BE LIABLE FOR ANY DAMAGE TO THE PRODUCT RESULTING FROM REASONABLE WEAR AND TEAR, OUTDOOR USE, MISUSE (INCLUDING USE OF THE PRODUCT FOR AN UNINTENDED APPLICATION), FREEZING WATER, EXCESSIVE WATER PRESSURE, PIPE CORROSION IN THE HOME IN WHICH THE PRODUCT IS INSTALLED, ABUSE, NEGLIGENCE OR IMPROPER OR INCORRECTLY PERFORMED INSTALLATION, MAINTENANCE OR REPAIR, INCLUDING THE USE OF ABRASIVE OR CAUSTIC CLEANING AGENTS OR "NO-RINSE" CLEANING PRODUCTS. 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. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

Conditions and exclusions

This guarantee shall only be valid if installation and maintenance have been duly conducted in accordance with the operating instructions and generally accepted engineering practices (e.g. by a master craftsman or authorized specialist), the operating instructions have been complied with and the Hansgrohe products have been used in line with the technical and maintenance instructions provided by Hansgrohe.

This shall include but not be limited to the inlet water pipes being duly flushed, especially prior to the product's installation or following construction measures in accordance with the valid standards, installations complying with the appended diagrams and checks being conducted on the compliance of the working pressure in the water mains with technical specifications. Installation, usage and maintenance instructions are provided with all products and can be found at www.hansgrohe-usa.com.

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Non-applicability of the guarantee

If a product defect is not covered by this guarantee, any costs that arise from the dispatch and transportation of the product shall be borne by the consumer. The consumer must also bear any costs, including labor costs, arising from the inspection of the product, as well as the costs of de-installing and re-installing the product.

If, having been informed of the non-applicability of the guarantee and the potential costs that could arise through the servicing activities, the consumer wishes the servicing activities to be conducted, it must also bear the costs of the spare parts and labor.

If the product defect was not present upon delivery, Hansgrohe shall decide on a case-by-case basis whether said defect can be rectified through goodwill. In such cases, the consumer shall not have any legal right to the rectification of the defect.

Legal rights

In addition to the rights from the guarantee, the consumer shall also be entitled to statutory rights. These sometimes lesser rights for the consumer shall not be restricted by the guarantee. The guarantee shall also not affect the rights of the primary customer and, where applicable, the consumer in relation to the seller from whom the primary customer procured the product.

Place of fulfilment, place of jurisdiction and applicable laws

TO OBTAIN WARRANTY PARTS OR INFORMATION

Contact your Hansgrohe retailer, or contact Technical Service at:

Hansgrohe, Inc.
1492 Bluegrass Lakes Parkway

Alpharetta, GA 30004
Toll-free 800-334-0455

In requesting warranty service, you will need to provide:

1. The sales receipt or other evidence of the date and place of purchase.
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Hansgrohe, Inc.
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Alpharetta, GA 30004
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When warranty service is completed, any repaired or replacement product or part will be returned to you postage prepaid. REVISED MAY 1, 2016.