

REPLACEMENT PARTS PROCEDURE

Pure Freude
an Wasser



GROHE is pleased to announce an exciting enhancement to the replacement parts procedure which will allow you to better serve your showroom customers. This enhanced procedure will improve the GROHE consumer experience by modifying the way the existing replacement parts policy is practiced. This amended procedure provides GROHE Customer Care flexibility to meet your needs in keeping with the market and expectations of the GROHE brand.

Original Procedure:

- GROHE will repair or replace any part or finish that proves to be defective in material and/or workmanship under normal installation*
- Proof of purchase (copy of original receipt, purchase order or invoice), the date the product was purchased and installation date is required

New Procedure Highlights:

- If proof of purchase is not available, GROHE will
 - Provide customer courtesy replacement part(s) to be shipped directly to the consumer as a one-time exception (based on the value of the part)
 - In return, the consumer will be asked to provide information to GROHE to help understand and track the related product issue
 - GROHE wholesale customers may submit on behalf of their consumer
 - The customer courtesy replacement part(s) will be shipped directly to the consumer as a one-time exception (based on the value of the part)
 - In return, the wholesale customer will be asked to provide information to GROHE to help understand and track the related product issue

Replacement parts claims may be submitted online at www.grohe.us or by calling or emailing GROHE Customer Care.

Email: us-customerservice@grohe.com

Phone: (800) 444-7643

GROHE would like to thank you – our showroom partners – for your loyal support and hope that you find that this enhanced replacement parts procedure helps satisfy your GROHE selling needs.

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*Please refer to the GROHE Limited Lifetime Warranty and Care and Cleaning Tips on the back of this page.

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LIMITED LIFETIME WARRANTY

At the company's discretion, GROHE will repair or replace any part or finish that proves to be defective in material and/or workmanship under normal installation, use and service.

Please note: warranties do not cover normal "wear and tear."

Residential Products:

We provide the following warranties on all GROHE products to the original purchaser, installed in a residential setting. This warranty is effective for all faucets sold after January 1, 1997.

Mechanical Warranty:

A Limited Lifetime Warranty is provided on all mechanical parts to be free from manufacturing defects in materials and workmanship under normal use for as long as the original purchaser owns their home. Proof of Purchase (copy of your original receipt, purchase order or invoice), the date the product was purchased and installation date is required.

Electronic Faucets, Valves and Controls Warranty:

GROHE warrants its electronic faucets, valves and controls to be free from manufacturing defects in material and workmanship under normal use for five (5) years from the date of purchase.

Finish Warranty:

A Lifetime Warranty is provided on all GROHE product finishes to the original purchaser against manufacturing defects in materials and workmanship.

NON-authorized Sellers:

GROHE cannot stand behind the quality of products sold by NON-authorized sellers. The GROHE Limited lifetime product warranty may not be honored for products sold by NON-authorized sellers. Please refer to our Where to Buy section of our website.

CARE AND CLEANING TIPS:

Do:

- Clean the fixture with a little soap and a damp cloth then simply rinse off and wipe dry. You can prevent lime scale by drying the fitting after each use.

Don't:

- Do not use abrasive sponges or scouring agents for cleaning.
- We also advise against the use of solvents or acidic cleaners, lime scale removers, household vinegar and cleaning agents containing acetic acid.