

Warranty

Bélanger offers a warranty on faucets it sells. This includes faucet components, such as cartridges, but only if they are used in a Bélanger faucet. The details of the warranty will depend on who the purchaser is, where the faucet is installed, and the specific component at issue. This warranty is subject to the exceptions and exclusions mentioned below:

1. Bélanger warrants to the original residential owner that:

Cartridge and rough-in components (as defined on Bélanger's website) are covered by a limited lifetime warranty with proof of purchase, for as long as the original purchaser owns their home for residential use. All other parts and finishes are guaranteed for a period of *ten (10) years* from the initial purchase date against all manufacturing defects.

Bélanger warrants that its faucets will not leak or drip under normal use, and that its faucet finishes are free from defects in material and workmanship.

2. Bélanger warrants to the non-residential owner (who does not live on the premises):

For faucets, cartridges and parts used in a leased or rented single or multi-family unit, including duplexes, townhouses, condominiums and apartments, Bélanger warrants that they will be free from defects in material and workmanship for a period of *five (5) years* from the date of purchase. Installations located in a public or industrial place, or intended for any commercial purpose, such as a hospitality industry or health care facility are not covered by this warranty, and are considered commercial use installations, mentioned below.

3. Bélanger warrants to industrial, commercial, and corporate purchasers:

Faucets and cartridges are warranted for a period of *two (2) years* against defects in material and workmanship from the original date of purchase.

Bélanger also offers a one *(1) year* warranty against defects in workmanship and/or materials on all other products it sells.

There are important exceptions and exclusions to each of these warranties:

- The Matte Black (MB) finish on faucets is warranted to be free from defects in material and workmanship for *five (5) years* from the date of purchase under normal use. The warranty is valid for the original purchaser only and excludes damage caused by incorrect installation, the use of corrosive chemicals and/or abrasive cleaning products, as well as any abuse or misuse of the product. To preserve the MB finish of the faucets, Bélanger recommends cleaning the product with a soft, damp cloth.
- Warranties covering cartridges, parts, and components are void if those products are used in a non-Bélanger faucet.
- Bélanger's sole obligation to the purchaser in the event of a defect, leak, or drip shall be the replacement of the product. In no event shall Bélanger's total obligation under the warranty exceed the purchase price of the product (except if Bélanger, at its discretion, decides to replace the product with a product of greater value).
- This warranty is not transferable or assignable.
- This warranty excludes all other warranties, including, but not limited to, any implied warranty of merchantability or fitness for a particular purpose (other than as specified in the product description and instruction manual included with the product). Because some jurisdictions do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of incidental or consequential damages, the above limitations may not apply to you. Any provision of this warranty which is unenforceable in your jurisdiction shall be deemed unenforceable only to the extent of its unenforceability, without invalidating the remaining provisions or the enforceability of such provisions in other jurisdictions.

What the warranty does not cover:

- Costs incurred to access the product.
- Labor or other costs associated with the installation, repair, or replacement of a product, or for any damage, expense, direct or indirect loss.
- Damage caused by hard water, limescale or sediment deposits.
- Labor costs and/or damage incurred during installation, repair, maintenance, or replacement, or accidental or consequential damage or shipping costs.
- Damage caused by corrosive air or water (proximity of steam), the use of a faucet with component parts not supplied by Bélanger, installation errors, abuse, misuse or improper maintenance of the faucet (including the use of cleaning products containing abrasive agents, waxes, alcohol, ammonia, bleach or any other bleach product or cleaner, acids, solvents or other corrosive chemicals), whether used by the purchaser or by a third party for the purchaser, WILL RENDER THIS WARRANTY NULL AND VOID. BÉLANGER DISCLAIMS ALL LIABILITY FOR LABOR CHARGES AND/OR DAMAGES CAUSED DURING INSTALLATION, REPAIR OR REPLACEMENT OF THE PRODUCT, AND AGAINST DAMAGES, LOSSES, INJURIES OR COSTS OF ANY KIND, INDIRECT, INCIDENTAL OR CONSEQUENTIAL, INCLUDING, WITHOUT LIMITATION, LOSS OF USE, RELATED TO THIS PRODUCT.

- Labor costs or damage resulting from improper maintenance, cleaning or installation, misuse, abuse, alteration, or accident.

Warranty Claims Process

- If a product leaks, drips, or has a factory defect in material or workmanship during the applicable warranty period, with proof of purchase, if the original purchaser remains the owner of the faucet, Bélanger will replace the product FREE OF CHARGE (freight charges may apply). If the same product is not available, Bélanger will replace the defective product with a similar product or one of equivalent value, upon proof of purchase.
- Warranty claims may be submitted by contacting Bélanger toll-free at 1-800-361-5960, by emailing info@belangerfaucets.com, or by writing to Bélanger Customer Service, 6520 rue Abrams, Saint-Laurent, Québec, H4S 1Y2

- The purchaser must provide all pertinent information regarding the claim, including a complete description of the problem, product, model, date, and place of purchase. To be valid, the claim must be accompanied by the original invoice from the first purchaser of the product.

This warranty is valid for products purchased on or after October 1, 2025. For products purchased earlier, please contact Bélanger for a copy of the warranty applicable to your purchase.



 **Bélanger**