

Artos Faucet & Towel Dryer Warranty Information

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Artos Faucet Limited Lifetime Warranty (Residential - United States & Canada)

This document hereby establishes the Artos Faucet Lifetime Limited Warranty, herein referred to as "the Warranty," issued by Westover, Inc., henceforth denoted as "we," "us," or "our." The present warranty pertains exclusively to sink faucets manufactured and distributed by Westover, Inc. under the trade name Artos. The terms "you" or "your" signify the original consumer purchaser of the aforementioned products.

Subject to the conditions set forth in this Warranty, we warrant our sink faucets to be devoid of leaks and defects arising from either substandard materials or workmanship. This warranty persists for the duration of your ownership of the faucet and during your occupancy of the dwelling wherein the faucet was initially installed.

Commencement and Transfer of Warranty

This Warranty becomes operational on the date of sale, as evidenced by the details on your proof of purchase. It remains non-transferable to any subsequent possessor of the product. Notwithstanding, there exists an exception for electronic components, which are subject to a warranty term of three years.

Rectification of Defects

We pledge to rectify, without imposing any financial obligation on you, any component or part of the faucet that proves to be defective. In cases where restoration is not economically viable, we reserve the right to replace the defective faucet with an identical or comparable model. Should neither an identical nor a comparable model be available, we shall offer a reasonable monetary adjustment, factoring in the age of the faulty faucet.

It is explicitly agreed that our liability shall not surpass the price initially paid for the faucet, inclusive of taxes and applicable shipping charges.

We undertake to cover all expenses related to shipping, including the cost incurred in returning the faucet to our facility for evaluation, if such a request is made by us. The replaced faucets, parts, or components will inherit the remaining period of this Warranty, extending no less than ninety (90) days from the shipment date of the replacements.

Restrictions on Implied Warranties

The duration of any implied warranties, including those of merchantability and fitness for a specific purpose, as prescribed by the laws of individual states, provinces, or territories, is constrained to the timeframe stipulated in this document. Some jurisdictions may disallow the exclusion or limitation of implied warranties, rendering the aforementioned exclusions or limitations inapplicable.

Procedure for Warranty Claims

To institute a warranty claim, please contact our customer service via telephone at (402)–397-3344, or through email at customerservice@Artos.us.com. Written correspondence can be directed to Westover, Inc., located at 4011 S 60th St, Omaha, NE 68117. When submitting your claim, kindly provide your daytime contact number and email address. Subsequent to initiating a warranty claim, our representatives will guide you through the requisite steps. You will be required to furnish proof of purchase, typically in the form of a sales receipt from an authorized Artos dealer.

Exclusions from Warranty Coverage

This Warranty explicitly excludes the following:

1. Leaks or defects stemming from misuse, abuse, accidents, maintenance or cleaning that deviates from our prescribed care and maintenance instructions.
2. Installation that deviates from our official installation guide or the industry standards.
3. Accumulation of mineral deposits.
4. Damage resulting from Acts of God, governmental actions, intentional misconduct, recklessness, negligence, or normal wear and tear.
5. Usage within industrial, commercial, and/or business environments, including rental properties unless inhabited by the original purchaser. This reduces the warranty to 5 years.
6. Labor costs, including but not restricted to the labor necessary for the uninstallation, installation, or reinstallation of a faucet, disassembly and reassembly of the faucet, or installation of replacement parts or components.
Incidental or consequential damages. In specific jurisdictions, the exclusion of incidental or consequential damages may not be valid.
7. Faucets obtained from unauthorized sources or in contravention of our minimum advertised pricing policy.

Statutory Entitlements

This Warranty furnishes specific legal rights. In addition, there may exist supplementary rights contingent upon the jurisdiction, varying from state to state, province to province, and territory to territory.

Effective Initiation of Warranty

This Warranty holds jurisdiction over faucets sold in or transported into Canada or the United States, effective on or after July 1, 2021.

Hospitality/Commercial Use Limited Warranty

For faucets intended for hospitality or commercial purposes, this Warranty encompasses a span of 5 years for working parts and 1 year for the finish. It extends exclusively to manufacturing defects.

Voidance of Warranty

This Warranty shall be rendered null and void under the following circumstances:

1. Damage incurred from accidents, misuse, abuse, improper installation, incorrect cleaning, or unauthorized alterations.
2. Replacement parts damaged due to normal wear and tear.
3. Labor charges, installation, or any ancillary or consequential expenditures.
4. Failure to provide proof of purchase while lodging a claim.

Towel Dryers Limited Warranty

This limited warranty pertains to towel warmers and encompasses the subsequent periods: 5 years for finishing defects and 1 year for the heating element. The warranty only applies to the original purchaser.

Voidance of Warranty

This warranty shall be rendered null and void under the following circumstances:

1. Damage incurred from accidents, misuse, abuse, improper installation, incorrect cleaning, or unauthorized alterations.
2. Replacement parts damaged due to normal wear and tear.
3. Labor charges, installation, or any ancillary or consequential expenditures.
4. Failure to provide proof of purchase while lodging a claim.

Please ensure the registration of this product on our official website at www.artos.us.com.