



## Warranty Information

Effective July 1, 2023

All Nantucket Sinks warranties are applicable to our products installed in a residential setting for typical daily use. Warranty does not apply to industrial or commercial settings. Our products are warranted to the original owner to be free of manufacturing and mechanical defects. If a defect is found, we will provide a replacement part or product, or make the appropriate adjustment. Warranty is extended to the original purchaser. Damages incurred as a result of installation, replacement, or repair, and damages due to improper cleaning, misuse, or neglect are not covered. Specialty metal items such as copper, brass, and nickel can be expected to naturally patina over time and with normal use. These changes are not considered a defect and is not covered under warranty. Transportation costs or labor costs are not included in this warranty. Failure to follow the recommended procedures for care and maintenance and abusive treatment will void your warranty. The use of corrosive materials, corrosive liquids, or photographic solutions is prohibited. Nantucket Sinks reserves the right to examine the installation and product prior to installation. This warranty is extended to only the original consumer purchaser of the product.

To obtain service under warranty write an email containing the following information: Date and Location of purchase and installation, description of the defect, model number of the product, and pictures of the defect, emailed to [info@nantucketsinksUSA.com](mailto:info@nantucketsinksUSA.com)

### **Stainless Steel**

Limited Lifetime Warranty. Please consult the appropriate Care & Maintenance document for your product. We will replace any sink at our option that is found to have a material defect without charge for a lifetime of residential use. Diagnosis and/or replacement of any faucet or component part, or any other expense or loss are also not covered. Undermount sinks must be installed in a solid surface countertop.

### **Ceramics (Vitreous China)**

Limited Lifetime Warranty. Please consult the appropriate Care & Maintenance document for your product. We will replace any sink at our option that is found to have a material defect without charge for a lifetime of residential use. The warranty covers only the ceramic sink when installed in a conventional countertop.

### **Fireclay**

5 Year Limited Warranty. Please consult the appropriate Care & Maintenance document for your product. We will replace any sink at our option that is found to have a material defect. The warranty covers only the sink and is not for damages to glaze from improper or caustic cleansers or cracks caused by misuse/mistreatment due to impact. Please follow the installation instructions, forcing farm sinks into place with cutout will not be covered under warranty. Semi-recessed installation with wood countertop will void warranty. Regatta Collection sinks must be cleaned with Ph neutral soap. Warranty does not cover cracks in the bowl originating from drain as a result of over-tightening. Replacement sinks will be offered at 50% original purchase price.

### **Cast Iron**

Limited Lifetime Warranty. Please consult the appropriate Care & Maintenance document for your product. We will replace any sink at our option that is found to have a material defect without any charge for a lifetime of residential use. Diagnosis and/or replacement of any faucets or component part, or any other expense or loss are not covered. Chipping of enamel due to impact is not covered.

### **Granite Composite**

5 Year Limited Warranty. Please consult the appropriate Care & Maintenance document for your product. We will replace any sink at our option that is found to have a material defect. The warranty covers only the sink and does not cover damages caused by thermal shock, neglect, or mistreatment. The warranty does not cover cracks originating from the drain as a result of over-tightening. Replacement sinks will be offered at 50% original purchase price.

### **Specialty Metal (Brass/Copper)**

Limited Lifetime Warranty. Please consult the appropriate Care & Maintenance document for your product. We will replace any sink at our option that is found to have a material defect. All metals patina. The warranty does not cover finish. Please see care & maintenance to preserve and restore your sink's finish.

### **Glacierstone**

15 Year Limited Warranty. Please consult the appropriate Care & Maintenance document for your product. Warranty against discoloration or manufacturers defects. Does not cover damages from improper treatment, caustic cleaners, or thermal damage.

### **Accessories**

1 Year Limited Warranty. We will replace any drain, faucet, or grid with a material defect.

For additional support, or for care instructions for your product please visit [NantucketSinksUSA.com](http://NantucketSinksUSA.com)