

KOHLER® India Shower Glass Fittings Five-Year Limited Warranty

Kohler India Corporation Pvt. Ltd ("KOHLER® India) shower glass hardware ("Product") is warranted to be free of defects in the material and workmanship for the period of 5 years, commencing from the date of sale of Products to the original purchaser ("warranty period").

During the warranty period, if (in the opinion of Kohler India) the defect in the products is due to a defect in the material or workmanship, Kohler India or its Authorized Service Franchisee/ Representative will, at its sole option, repair or replace it free of cost, any defective component or part of the products, subject to the terms and conditions described below:

1. The Product is sold by Kohler India or its Authorized Dealers to the Original Purchasers and is not purchased via resale or other arrangement. The warranty is only limited to the Original Purchasers who have registered the product. The warranty is non-transferable
2. This warranty is only effective if proof of purchase (original sales receipt) is provided with all warranty claims or requests.
3. Kohler India or its Authorized Service Franchisee solely can service/repair the Product. Kohler India or its Authorized Service Franchisee will repair or replace the products under this warranty within a reasonable period of time, as determined by Kohler India or its Authorized Service Franchisee performing the repair or replacement.
4. In the event of any repairs/replacement of any parts of the Product, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/ replacement of parts including transit of the Product or its parts or any period during which the Product has not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted.
5. In the event of non-availability of components or parts due to any reason whatsoever, neither Kohler India nor its Authorized Service Franchisee nor the Dealer will be responsible or liable for any delay that may be caused to service/ repair of the Product. In the event that the same model or color is not available for replacement, Kohler India or its Authorized Service Franchisee will replace the defective Product with an equivalent model or color.
6. This warranty shall automatically terminate upon the expiry of the warranty period even if the Product has not been installed after purchase or has not been in use for any part or whole of the warranty period for any reason whatsoever.
7. Kohler India may, at its discretion, retain any part or component replaced during the warranty period.
8. This warranty does not include payment of or responsibility for any excise duty, central taxes, state taxes and octroi or other local taxes assessed to the parts supplied or repaired during the warranty period.
9. Kohler is not responsible for labour charges, installation or other incidental or consequential costs due to the defective Product or due to defects of any component or part thereof. In no event shall the liability of Kohler India exceed the purchase price of the Product.
10. If the Product is installed beyond the municipal limits of Kohler India's Branch Office /Authorized Service Franchisee locations, any and all costs and expenses incurred for repair/service of the Products in respect of a) to and from the travel of service personnel and b) transportation of the Product and/or spare parts and/or components from the location of Kohler India's branch office or Authorized Service Franchisee to customer's location and back shall be borne wholly and solely by the customer at the prevailing rates, and Kohler India shall not be liable for any damage caused to the Product in transit or delivery for repair.
11. For Shower glass hardware sold in India, only this Warranty document is applicable. Any reference to any other warranty document will not be considered.
12. This Limited Warranty does not cover:
 - a. Claims for loss of use/inconveniences due to any damage caused by lightning, fire, flood, accident, negligence, or misuse.

- b. Except in the case of a manufacturing defect, KICPL is not liable for any damage to hardware during the installation by a third party or for any issues in installation in case of shower-door hardware sale.
- c. Product purchased from other than Authorized Vendors.
- d. if the defect is caused by normal wear and tear or otherwise due to the normal ageing of the product;
- e. if any maintenance or repairs on the product have been performed by any third party service provider
- f. to cosmetic damage, including but not limited to scratches, unless failure has occurred due to a defect in materials or workmanship.
- g. If the product is not used strictly in accordance with the terms of this warranty.
- h. If the product is handled reckless manner.
- i. The problems arising from excessive water impurities or improper care and cleaning (The Guidelines for Proper Care of the product as mentioned at the end of the policy document)

This is KOHLER INDIA's exclusive warranty. The decision of KOHLER INDIA regarding the warranty is final and binding. All disputes are subject to the exclusive jurisdiction of the courts of Gurgaon only.

The Company has all rights to change the warranty and/or the warranty period as and when it deems fit. The Customer is advised to refer to the Company's website for the latest warranty policy of the Company which shall be binding on the Customer.

LIMITATION OF WARRANTY: EXCEPT AS SPECIFICALLY SET FORTH IN THIS WARRANTY ABOVE, KOHLER INDIA EXPRESSLY DISCLAIMS ANY AND ALL WARRANTIES, EXPRESS OR IMPLIED, WITH RESPECT TO ANY GOODS BEING SOLD/TRANSFERRED OR LIABILITIES BEING ASSUMED BY THE PURCHASER, INCLUDING, WITHOUT LIMITATION, THE IMPLIED WARRANTIES OF MERCHANTABILITY OR OF PRODUCT FITNESS IN RELATION TO UNINTERRUPTED OR ERROR-FREE OPERATION AFTER INSTALLATION. KOHLER INDIA AND/OR SELLER DISCLAIM ALL LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

Care and cleaning guidelines

- Use a soft, dampened sponge or cloth to clean. Never use abrasive material like a bristle brush or scouring pad.
- Clean hardware surfaces once a week with water and soft cloth. Do not use cleaners containing chloride. If used, rinse the surface immediately to prevent corrosion.
- Do not use oil or grease on the hinges, pivot and sliding rails.