



WARRANTY AND RETURN POLICY

The Following information is provided for you to outline Roman Marble Product's Warranty and Return Policy. If you should have any questions that are not covered in the guidelines below please contact our customer service.

Congratulations! You have selected the finest Cultured Marble Product for your purchase. It has been carefully crafted and designed for minimal care and built to last a lifetime. Although it is unlikely, should you be dissatisfied with our product, please follow the instructions provided below.

- 1. CONTACT US RIGHT AWAY** - Defective product must be returned to Roman Marble *as soon as possible*, unless otherwise stated by a representative. At this time, it will be inspected and credit will be issued if warranty is applicable to the situations. Warranties are at the discretion of Roman Marble Products. They are handled on a case-by-case basis.
- 2. THINGS YOU MUST PROVIDE** - Accompanying all defective claims must be a copy of the original paperwork. This may include: Original work-order, Original Invoice, Original Delivery Ticket, or Original Sales Receipt from Roman Marble or one of its Distributors. We will not honor any warranty on product without sufficient proof of purchase.
- 3. IF CREDIT IS GRANTED** - Roman Marble will manufacture the new product within a regular lead-time for the respective product. Remanufacturing will be limited to the original color and specifications. Any change in color or measurement will result in additional costs. When the manufacturing process is complete, the appropriate parties will be notified to make shipping arrangements.

Returns - Roman Marble cannot accept any returns on special order products. Stock product can be returned, prior to installation, however, a restocking fee will be assessed. **NO Returns** will be accepted on the basis of color dissatisfaction.

STATEMENT OF WARRANTY

All Roman Marble products are warranted to be free from defects in material and workmanship and backed ***OUR Lifetime Warranty***. We will repair or replace, at our discretion, up to the value of the item's original cost. ***Inspect product prior to installation***, as installation is not covered by warranty.

Items not covered by our warranty:

- Installation, to include tightening of the drain. Drains are recommended to be set at (1) turn past hand tight.
Overtightening of the drain can eventually result in a cracked bowl.
- Roman Marble will not be responsible for costs incurred in the installation or removal of any products.
- Hot water temperatures exceeding 150°. **High temperature water can eventually result in a cracked bowl.**
- Damage resulting from transportation. Inspect shipping carton thoroughly for damage before accepting material.
- The cost of transportation to and from our facility is the sole responsibility of the customer.
- Careless use, to include scratches from abuse or inappropriate cleaning.
- Staining or damage associated with plumbers putty. We recommend you use 100% Silicone in your installation.
- Roman Marble will not warranty nor replace product on the basis of color dissatisfaction. Our samples are only a representation of the final product. Each batch will vary slightly.

Manufacturers of Certified Custom Marble, Onyx and Granite

ROMAN MARBLE PRODUCTS, INC.

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