



Caitlin Products – 1-Year Limited Warranty (Faucets, Vitreous China Fixtures, and Miscellaneous Items)

Thank you for choosing Caitlin. We are committed to providing high-quality products that deliver performance, reliability, and style. This **1-Year Limited Warranty** applies to Caitlin **faucets, vitreous china products, and miscellaneous items**, and covers defects in materials and workmanship under normal residential or commercial use for **one (1) year** from the original date of purchase.

GENERAL WARRANTY TERMS

This warranty applies to products purchased from authorized Caitlin distributors and installed or used in accordance with applicable instructions and codes.

During the warranty period, Caitlin will, at its sole discretion:

- Replace defective parts, or
- Replace the product with an equivalent model, or
- Refund the original purchase price (at Keller Supply's discretion)

All warranty claims require return of the warranted product for inspection and approval (see claim process below).

1. Faucet Warranty Coverage

This section applies to **Caitlin faucets** installed in both **residential and commercial** applications.

What is Covered:

- Defects in materials or workmanship
- Finish defects such as peeling or corrosion (excluding wear from normal use)

What Is Not Covered:

- Improper installation, abuse, or misuse
- Damage from harsh or abrasive cleaners
- Normal wear (e.g., mineral deposits, surface scratches, fading)
- Labor, installation, shipping, or removal costs
- Products not purchased from authorized sellers

Please pay attention to the following when maintaining your faucet. Failing to do so may void the warranty:

- Do not apply abrasive or caustic cleaner to any part of the faucet.
- Do not use bleach-based cleaners or products that state on the label that they remove tarnish and/or rust, and those containing hydrofluoric, hydrochloric and/or phosphoric acids.
- All faucets should be completely rinsed with water immediately after cleaning and faucet kept dry after maintaining.
- Inappropriate installation and maintenance will void the warranty.
- Do not store chemicals like ammonia or chlorides in the cabinet under the faucet.

2. Vitreous China Warranty Coverage

This section applies to **Caitlin vitreous china products**, including urinals, toilets, and lavatories installed in both **residential and commercial** application.

Covered:

- Manufacturing defects in materials and workmanship

Not Covered:

- Damage due to impact, mishandling, or over-tightening of fittings

- Surface stains, discoloration, or water deposits
- Use of abrasive or chemical cleaners
- Normal casting variations or color inconsistencies
- Labor or installation costs

Please pay attention to the following when maintaining your vitreous china. Failing to do so may void the warranty:

- Do not apply abrasive or caustic cleaner to any part of the product.
- Do not use in-tank cleaners.
- All cleaners should be completely rinsed with water immediately.
- Inappropriate installation and maintenance will void the warranty.

3. Miscellaneous Items Warranty Coverage

This section applies to all other **Caitlin branded products** not specifically covered under faucets or vitreous china—such as accessories, mounting hardware, supply lines, flanges, decorative covers, and other components.

Covered:

- Manufacturing defects in materials and workmanship for one (1) year

Not Covered:

- Cosmetic wear due to normal use
- Damage due to mishandling, modification, or misuse
- Products not used or installed according to Caitlin instructions
- Items purchased from unauthorized sellers
- Labor, shipping, or installation costs

4. Warranty Claims & Product Return

The purchaser should contact their local Keller Supply location, installing contractor or builder from whom the product was purchased. To obtain warranty service, the **warranted product must be returned** to a Keller Supply location for inspection and evaluation and possibly subjected to third party testing.

To initiate a claim:

- Provide the following:
- Proof of purchase (dated invoice or receipt)
- Description of the issue
- Supporting photos or videos (if applicable)
- Return of the product (with prior authorization)

For return locations see:

<https://kellersupply.com/AllLocations>

Unauthorized returns may be declined.

5. Legal Rights

This warranty gives you specific legal rights. You may also have other rights that vary by state or jurisdiction. All implied warranties, including those of merchantability or fitness for a particular purpose, are limited to the one-year term. Caitlin disclaims liability for incidental or consequential damages. Some states do not allow such limitations, so these exclusions may not apply to you.