

Warranty Policy for Fireclay sinks

Mitrani USA Corp. (MUC) warranty policy covers the Fireclay sinks.

In principle the warranty is against manufacturing defects under normal use as defined and specified by MUC for the period of 12 months from the date of delivery of goods to the customer.

The warranty is valid provided the product has been used and maintained as recommended.

MUC will replace without charge, upon the company decision, a product which meets the definition of "manufacturer defect". Shipping back, handling and reinstalling and or any labor costs are the customer's responsibility. In no event will MUC be liable for the cost of repair or replacement of any installation materials, including, but not limited to tiles, marble etc.

Any Fireclay sink supplied by MUC that is proven to be defective within the specified appropriate period from the date of purchase (to the original owner), provided it has been used solely in a residential application and installed in accordance with the MUC maintenance instructions, used and cleaned as recommended, and not damaged due to abuse, misuse, or negligence will be replaced.

MUC reserves the right to inspect any sink reported to be defective prior to the replacement of the sink. All decisions made by MUC are final. Replacement cost EXCLUDES transportation and any labor costs for the removal or re-installation. (In the event of a warranty claim, the owner will be required to provide proof of purchase i.e. a sales receipt).

The warranty is not transferable and extended solely to the original owner that will require providing proof of purchase.

Exception - If a sink is purchased by a dealer and used as a demonstration unit the limited warranty takes effect as soon as the dealer uses the product as a demo. If this demonstration unit is subsequently sold to a customer, the dealer may transfer the remaining period of the limited warranty to the buyer only with MUC's written approval.

For service under this warranty, it is suggested that a claim be made through the contractor or dealer from or through whom the product was purchased, or that a service request (including photos, a description of the product model and of the defect) be sent to us.

This warranty gives you specific legal rights. You may have other statutory rights that vary from state to state or province to province, in which case this limited warranty does not affect such statutory rights.

Care & Cleaning Instructions for Fireclay Sinks

Mitrani USA Corp. (MUC) recommends on daily cleaning with any non-abrasive cleaner. Wipe the sink with a clean soft cloth to eliminate any water/soap spots.

For stubborn stains use 50/50 water/bleach solution.

Note: with Anthracite, Coffee, tea bags, red wine etc. sink must be rinsed thoroughly with hot water.

Preventing Damage:

- Do not use any abrasive cleaners or scrub pads such as Steel wool
- Do not expose Fireclay Sinks to paint removers, oven cleaners or strong chemicals such as **ammonia**, **caustic solutions** etc.
- Do not use straight or undiluted bleach solution
- Do not set hot pans directly into sinks
- Do not drop sharp objects and refrain from dragging pots, pans and cutlery across its surface
- Run cold water when pouring boiling water into sinks

Note: Always test any stain removers in a small, non-visible location