Bouticcelli



Warranty & Claim Procedure

QUALITY | SERVICE | YOUR PEACE OF MIND

Claim Procedure

To submit a warranty claim, please contact our customer service team at **info@bouticcelli.com** and provide the following information:

- Original proof of purchase
- Product name or model number
- Detailed description of the issue encountered
- Photos or videos showing the defect

After reviewing your file, our team will advise you of the next steps and the applicable solution within **48 hours.**

Limitations and rights

This warranty applies only to products purchased and used in the country and province where they were sold, unless otherwise agreed in writing. Certain territorial limitations or local standards may affect the availability of replacement parts, services, or proposed solutions.

We recommend keeping your original proof of purchase as well as any documentation related to installation and maintenance of the product, as these may be required for service requests or warranty claims.

Additional Information

For any questions regarding your warranty or to make a claim, please contact our customer service team at **info@bouticcelli.com**.

We are here to help and will be happy to assist you.

Bouticcelli



Warranty Policy

QUALITY | COMFORT | PEACE OF MIND

2-Year Limited Warranty

Thank you for choosing our products. We are committed to offering high-quality bathtubs, showers, faucets and accessories, designed to meet high standards of performance, durability and design.

All of our products are covered by a limited two (2) year warranty from the date of the original purchase, giving you added peace of mind.

What the Warranty Covers

This warranty applies to bathtubs, showers, faucets, accessories and all parts sold by our company. It covers manufacturing defects as well as material defects that occur during normal and residential use of the product.

If a product has an eligible defect during the warranty period, we will, at our discretion, repair the product, replace the defective part, replace the product, or provide an equivalent solution depending on the situation.

Conditions of Use

The warranty is valid only when the product has been installed in accordance with the provided instructions and used under normal conditions. Regular and proper maintenance is required to preserve the product's performance and appearance.

We recommend using non-abrasive cleaners and products, and using the product in accordance with the manufacturer's recommendations.

Exclusions

This warranty does not cover:

- ✗ Damage caused by improper installation, incorrect assembly, or failure to follow installation instructions.
- ✗ Damage caused by harsh chemical products, abrasive cleaners, or improper maintenance.
- ✗ Damage resulting from an accident, impact, or negligence occurring after the installation of the bathtub.
- ✗ Damage related to freezing, corrosion, limescale, or unusual environmental conditions.
- ✗ Any modification or alteration performed without prior authorization.
- ✗ Extra labor, removal, or reinstallation costs related to a claim.

Need Assistance?

For any questions regarding our warranty or to submit a claim, please contact our customer service team. We are here to help.