Limited Lifetime Warranty on True North Branded Bath Products

True North Bath Remodel (the “Company”) offers a limited lifetime warranty for defects in material or workmanship to the original purchaser of True North Bath Remodel bathtubs, shower wall panels, shower doors, shower pans and faucets (collectively “True North Bath Remodel Products”) who purchases the True North Bath Remodel Product for personal or single family owner/occupied residential use (“user”). Warranty coverage is not transferrable. The Company will repair or replace, at its sole option, the True North Bath Remodel Product in accordance with the following terms, conditions and limitations. This warranty does not apply to display models or to options or accessories not specifically mentioned herein, and products in commercial use are excluded from any warranty coverage whatsoever. PLEASE READ THIS ENTIRE LIMITED WARRANTY, AS EXCLUSIONS AND CONDITIONS APPLY.

The Company will repair or replace, at its sole option, a True North Bath Remodel Product or component parts in accordance with the terms, conditions and limitations set forth in this limited warranty. The warranty provided by the Company is for parts only, and does not cover labor. Warranty is valid if the True North Bath Remodel Product is sold by an authorized True North Bath Remodel dealer, and the product should be installed by a Certified Technician who uses the True North Bath Remodel approved Installation instructions. There is no warranty coverage for improperly installed products.

The components referenced herein and coverage of this warranty are for defects in material or workmanship, and not damage caused by improper installation; neglect; carelessness; misuse; abuse; modification; hard water conditions; damage caused by failure to follow the instructions and warnings that accompany the product, including but not limited to improper cleaning of a product and its component parts, such as using chemicals, abrasives, acids, solvents, etc.; the use of other than genuine Company parts; accessories; the product’s prior usage as a display; lack of proper routine maintenance; product being exposed or coming into contact with dyes, paints, inks, cosmetics, pigments, food, paint removers, fingernail polish remover, cigarettes or any heat source, abrasive pads or cleaners or cleaning agents other than those approved by Company; operation of the product without specified minimum amount of water or at inappropriate water temperature; or acts of God, such as lightning, floods, earthquakes, etc.

Inspecting the product and its component parts prior to installation is the responsibility of the user, as well as the installer or building contractor who acts on behalf of the user. In the event of a problem, the product must not be

installed. The Company is not responsible for failures or damage that could have been discovered, repaired, or avoided by proper inspection and testing prior to installation.

The distributor, dealer and user are responsible for knowing local code requirements and notifying the installing contractor of these requirements at the time of purchase. The Company is not responsible for costs to modify any product to obtain any code approval, such as city, county, province, federal or provincial building codes in Canada.

To make a claim, the user must first contact Company and thereafter return any part claimed to be defective within the warranty period to Company, freight prepaid.

IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE ARE DISCLAIMED ALTOGETHER OR TO THE FULLEST EXTENT ALLOWED BY LAW. This warranty takes the place of all other warranties, express or implied, in fact or at law, including implied warranties of merchantability and fitness for a particular purpose.

The company reserves the right to use replacement products or parts that may be different from the original True North Bath Remodel Product, including but not limited to differences in appearance, configuration, performance and/or structure. No agent, dealer, distributor, service company or other party is authorized to change, modify or extend the terms of this limited warranty in any manner whatsoever.

In addition, **THE COMPANY WILL NOT BE RESPONSIBLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES** or losses arising from any cause including but not limited to its own negligence. This exclusion applies even if the Company was advised in advance of the possibility of such damages.

This limited warranty does not include transportation, or other costs incurred in the removal and/or reinstallation of the original product and/or installation of a replacement product; any costs relating to obtaining access for repair; or loss of use damage, including loss of sales, profit or business advantage of any kind under any circumstances.

Accessories are excluded from any warranty coverage if any addition, deletion, or modification of any kind whatsoever has been made to the product (or to any component). Warranty coverage is provided in Canada only.

The liability of the Company under this limited warranty, if any, shall not exceed the original amount paid for the product claimed to be defective (exclusive of shipping and installation costs). These disclaimers shall be equally applicable to any service provided by Company and its designated representatives.

To qualify for warranty coverage:

- The failure must be of a type covered by this warranty
- The user must contact an Authorized True North Bath Remodel Service Agent or Warranty Department Representative
- Proof of purchase (original receipt) must be provided
- The failure must have occurred or been discovered within the warranty period
- The Company must be permitted to inspect the product during regular business hours

To submit a claim, contact your dealer or:

True North Bath Remodel
944 Crawford Road, Peterborough, ON K9J 3X2
📞 1-888-270-1870