

Pearl® Toilet Limited Lifetime Warranty

Pearl® Toilet Limited Lifetime Warranty provides assurances to the consumer that the Pearl® Toilet is free from defective manufacturing and workmanship for the lifetime of the product, which is the duration of one (1) year. Homeowners must claim any and all manufacturing and workmanship defects within the first year of installation.

Pearl® Toilet Limited Lifetime Warranty reserves the right to either provide credit, parts, or a replacement. It is under Pearl®'s discretion to issue a full product replacement or a replacement part if the product in question is eligible for the warranty. Homeowners are eligible for Pearl® Toilet Limited Lifetime Warranty on the china, the flushing mechanism, and the toilet seat. **In the case that a replacement is necessary, the homeowner will only receive a replacement of the same value or of the same model.**

Pearl® is not responsible for any costs associated with the replacement or return of the Pearl® product, and is not responsible for any costs or damages associated with the installation or removal of the Pearl® toilet, including the replacement of parts.

Pearl® Toilet Limited Lifetime Warranty excludes coverage to: *a) damages and problems originating from improper installation, b) leaking from the base wax seal or floor flange, c) improper alterations to the flushing mechanism, d) finish reduction, e) scratched and staining, f) damage from chemical cleaners including in-bowl cleaners, g) damage from abrasive cleaners, h) damage from atmospheric and environmental conditions, i) reduced flow due to blockages from external debris, or j) damage to seat cover from external force, or k) other damage from external sources not listed here.*

Any damage or incidents associated with the toilet will not be the responsibility of Pearl®. This includes but is not limited to, *flooring damage, water stains, cabinet damage, appliance damage, clogging of the drain, or accidents resulting in physical harm.*

The liability of Pearl® only covers the Pearl® Toilet and shall not exceed the purchase price of the product. **Pearl® Toilets are only warrantable for home use only, any commercial usage voids the warranty. The warranty of Pearl® is voided if damages are caused by the following: environmental disasters (fire, earthquakes, floods, storms) misuse, abuse, and other causes not listed here. Any damages, harm, or legal building code compliance resulting outside the physical toilet are the responsibilities of the homeowner and installers.**

Installations that are not done by a licensed trade professional are not the responsibility of Pearl® and the warranty would then be voided. All installations are to be tested before use by the installer.

To be eligible for the Pearl® Toilet Limited Lifetime Warranty, The toilet must be in its original installation position, if the Pearl® Toilet has been relocated in any way, the

warranty will be voided. Relocation of the Pearl® Toilet includes, the installation of the toilet to a different bathroom, in a new home, in its originating location after a home is rebuilt, or if the toilet was used for commercial use.

To qualify for Pearl® Toilet Limited Lifetime Warranty, the homeowner must provide the following:

- Proof of Authenticity of the Toilet
- Proof of Original Installation Date. Documents acceptable for proof can include the following:
 - Original Receipt from the Origin of Purchase
 - Packing Slip
 - Invoice from Plumber or Supplier.

To prove the product in question is a Pearl® Toilet, the homeowner **must provide pictures of the toilet in its entirety and a picture of the Pearl® Logo.** The picture of the whole toilet must be clear and identifiable as a Pearl® Toilet. The picture of the logo must clearly show the logo, **pictures that are distorted or doctored by software will not be accepted.**

To claim a Pearl® Toilet Limited Lifetime Warranty please fill out the form [here](#)
Or
Email us at support@lifewithpearl.com

(manual) Pearl® Toilet Limited Lifetime Warranty

Pearl® Toilets are eligible for **one (1) year Pearl® Toilet Limited Warranty.** Pearl® Toilet Limited Lifetime Warranty provides assurances that the Pearl® Toilet is free from defective

manufacturing and workmanship for one (1) year. Homeowners must claim any and all manufacturing and workmanship defects within the first year of installation.

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