



PEARL® ETERNAL™ ELLISON II WARRANTY

Quality craftsmanship that stands the test of time.



PEARL
ETERNAL

Overview

PEARL® Eternal™ Ellison II Toilet Limited Lifetime Warranty covers manufacturing defects in materials and workmanship for PEARL® products, including PEARL® Eternal™ and Kato™ collections. Coverage applies during normal residential use for as long as the original purchaser or homeowner owns the home in which the product was originally installed. Note that “lifetime” refers to a period of up to three years from the date of installation.

This warranty is valid only for the original purchaser or homeowner and is non-transferable.

This warranty applies only to products purchased directly from PEARL® or through an authorized PEARL® dealer. Products purchased from unauthorized sellers, third-party resellers, liquidation companies, online marketplaces, or unauthorized distributors are not eligible for warranty coverage.

Residential Clause

PEARL® Eternal™ Ellison II Toilet Limited Lifetime warranty only covers residential and multi-residential projects.

PEARL® products are not designed or approved for commercial, industrial, institutional, or outdoor use. Any product installed or used in commercial settings or outdoor environments will void this warranty.

Outdoor use includes, but is not limited to:

- Unheated environments.
- Exposure to weather, UV rays, freezing temperatures, or moisture outside normal indoor residential conditions.

Product Compatibility & Modifications

This warranty applies only when PEARL® products are used as intended and with compatible PEARL® components.

The warranty will be void if:

- The product has been modified, altered, customized, or repaired by unauthorized persons.
- Non-PEARL® parts or components are used with PEARL® products.



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- The product is connected to, paired with, or installed alongside incompatible third-party products or accessories.
- Any unauthorized adaptation or alteration affects the performance or integrity of the product.

PEARL® is not responsible for damage or performance issues caused by the use of products, parts, or accessories from other manufacturers.

Installation Requirements

PEARL® requires a certified professional for installation to ensure that your product(s) are set up according to the manufacturer's instructions. Professional installation is important to make sure your product(s) are installed properly and to achieve optimal performance and longevity. Failure to install the product in accordance with the manufacturer's instructions or by a certified professional will void this warranty.

Material and workmanship:

PEARL® Eternal™ Ellison II Toilet Limited Lifetime warranty covers manufacturing defects in PEARL® products during normal use for the lifetime of the product, as long as the product has been used under normal conditions and maintained according to PEARL® care policies.

Duration:

Warranty coverage starts from the date of installation of the product and ends when:

- The applicable warranty period expires.
- The product is replaced under this warranty policy.
- The ownership of the property changes.
- The product is removed from its original installation location.

Defective Product:

If a product is determined by PEARL® to be defective, PEARL® may, at its sole discretion:

- Repair the product.
- Provide replacement parts.
- Replace the product.

If a replacement is necessary, the homeowner will receive the same model or a product of comparable value if the original model has been discontinued.





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Please note that replacement parts or products may differ in appearance due to product changes or discontinuation.

Damage Not Covered:

- Wear and tear, including but not limited to reduction of finish, scratches, staining, cracking, or acid/alkaline etching over time due to normal usage, cleaning practices, or environmental conditions, are not manufacturing defects and are not covered by this warranty.
- Costs associated with removing or installing the product, its accessories, or other damages.
- Incidental or consequential damages or losses are not covered.
- Damage caused by mineral deposits, hard water, water pressure issues, freezing conditions, or corrosive water conditions is not covered.
- PEARL® reserves the right to modify the warranty terms at its discretion.

Owner's Responsibility:

PEARL® is not liable for any costs associated with product removal or installation. PEARL® does not cover incidental or consequential damages, regardless of the legal basis, including negligence or strict liability. The liability of PEARL® is limited to the PEARL® product and shall not exceed the purchase price of the product.

The owner is responsible for:

- Proper installation and maintenance of the product.
- Providing proof of purchase and installation date upon request.
- Following PEARL® care and maintenance guidelines to ensure proper product performance and longevity.

**LABOUR, SHIPPING, HANDLING, REMOVAL, AND REINSTALLATION COSTS
ARE NOT COVERED UNDER THIS WARRANTY.**

Maintenance Guidelines:

To maintain the warranty, products must be used under normal conditions and maintained according to the guidelines provided on the PEARL® website. Following these guidelines will ensure the longevity and performance of your PEARL® product(s). For detailed maintenance instructions, visit <https://lifewithpearl.com/product-care/>.





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Claim Process:

To submit a warranty claim, please visit <https://lifewithpearl.com/warranty-form/>. Proof of purchase is required. The product owner is responsible for verifying warranty eligibility and providing sufficient information regarding the issue. When completing the form, please provide as many details as possible for a fast and efficient investigation. After reviewing your claim, PEARL® will determine the best resolution. PEARL® must be notified with a description of the problem to process the claim for the defective product.

Contact information:

For inquiries, please contact PEARL® at www.lifewithpearl.com or your nearest PEARL® branch.



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