

our guarantees

Aquavilla^{MC}

Votre allié en plomberie et planchers.

general conditions

The warranty does not cover normal product wear and tear (faucets, baths, showers, etc.), misuse (industrial, commercial use) or improper maintenance. Warranties vary depending on the type of products. The warranty will be null and void in the event of the use of unsuitable cleaning products (particularly those containing abrasive agents, waxes, alcohols, ammonia, bleach, acids, solvents or other corrosive chemicals), whether used by buyer or not. Aquavilla declines all responsibility for faulty installation, replacement, repair and any damage causing injury or direct and indirect costs of any kind. This warranty cannot be transferred. Aquavilla will respect the determined warranty periods, from the date of purchase, as long as the user, who must also be the first purchaser.

BATHS

AQUAVILLA GUARANTEES THE ACRYLIC BATHS AGAINST ANY MANUFACTURING DEFECT FOR 25 YEARS.

SHOWER DOORS

AQUAVILLA GUARANTEES FOR 10 YEARS SHOWER DOORS AGAINST ANY MANUFACTURING DEFECT. 2-YEAR FOR BLACK FINISHES AND 15-YEAR FOR CHROME FINISHES

FAUCETS

AQUAVILLA GUARANTEES THE CERAMIC CARTRIDGES FOR LIFE. 3-YEAR FOR BLACK FINISHES AND 15-YEAR FOR CHROME FINISHES

SHOWER TRAYS

THE SHOWER BASES ARE GUARANTEED FOR 15 YEARS AGAINST ANY MANUFACTURING DEFECT

SHOWER COLUMNS

AQUAVILLA GUARANTEES THE MIXERS AND STOP VALVES FOR 5 YEARS AGAINST ANY MANUFACTURING DEFECT. THE OTHER COMPONENTS (SHOWERS, SHOWER HEADS, ETC.) INCLUDED IN THE SHOWER COLUMN ARE GUARANTEED FOR 2 YEARS. 2-YEAR FOR BLACK FINISHES AND 15-YEAR FOR CHROME FINISHES

TOILETS

AQUAVILLA GUARANTEES TOILETS FOR 5 YEARS AGAINST ANY MANUFACTURING DEFECT

VANITIES AND BATHROOM FURNITURE

AQUAVILLA GUARANTEES THE COMPONENTS OF ITS BATHROOM FURNITURE AND VANITIES AGAINST ANY MATERIAL AND MANUFACTURING DEFECTS FOR A PERIOD OF 5 YEARS. THE GUARANTEE, HOWEVER, EXCLUDES DAMAGE CAUSED BY WATER.

DRAINS FOR SINKS, BATHS, AND SHOWERS

AQUAVILLA OFFERS LIFETIME GUARANTEE ON SINK AND BATH DRAINS AGAINST ANY MANUFACTURING DEFECT

SPC CLIC VINYL

AQUAVILLA OFFERS A 20 YEAR LIGHT GUARANTEE AND A 30 YEAR RESIDENTIAL GARANTY ON THE SPC CLIC VINYL AGAINST ANY MANUFACTURING DEFECT

STAINLESS STEEL SINKS

AQUAVILLA GUARANTEES THE STAINLESS STEEL SINKS FOR 10 YEARS AGAINST ANY MANUFACTURING DEFECT

REPLACEMENT

IF YOUR PRODUCT LEAKS, DRIPS OR HAS A DEFECT IN MATERIAL (FINISH) OR MANUFACTURING DURING THE APPLICABLE GUARANTEE PERIOD, AQUAVILLA WILL, FREE OF CHARGE, REPAIR OR REPLACE ANY DEFECTIVE PART. SHIPPING FOR REPLACEMENT PARTS IS EXTRA. PARTS SELECTION WILL BE MADE BASED ON CURRENT PRODUCTS AT TIME OF REPLACEMENT. IN THE EVENT A PRODUCT IS NO LONGER ON THE MARKET, A SIMILAR REPLACEMENT PRODUCT, WHOSE MARKET VALUE IS EQUIVALENT TO THE ORIGINAL PRODUCT WHEN PURCHASED, WILL BE DESIGNATED AT THE DISCRETION OF AQUAVILLA. AQUAVILLA'S ENTIRE OBLIGATION UNDER THE TERMS OF THE GUARANTEE SHALL BE LIMITED TO THE PURCHASE PRICE OF THE PRODUCT OR ITS REPLACEMENT WITHOUT EVER COVERING LABOR.

PROBLEM?

FOR A SERVICE REQUEST, PLEASE CONTACT US AT SERVICES@INTERDISTRIBUTION.CA. YOU MUST TELL US THE PROBLEM AND SEND A PHOTO. FOLLOWING THE ANALYSIS OF THE SITUATION, WE WILL TRY TO ANSWER YOU WITHIN 48 HOURS

CANADIAN STANDARD

OUR PRODUCTS MEET THE CUPC STANDARD AND INDUSTRY BEST PRACTICES

