



GROHE WARRANTY POLICY

I. Scope of Warranty

Applicable to products: sanitary wares, bath showers, faucets, bathtubs, and other accessories under the GROHE brand name manufactured and distributed by LIXIL Vietnam Corporation.

II. Warranty Period

1. Warranty period is recorded via the Purchase Invoice/Warranty Registration on the website www.grohe.com.vn.

2. Product warranty period according to the following items:

Ceramic (Toilet bodies, lavabos, urinals, water tanks)	05 years
Ceramic accessories (toilet seat & cover, inlet valve, outlet valve, water hose,...)	02 years
Faucets, Bath showers, Bathroom accessories (Toilet paper holder, Robe hook, Towel rail/rack,...) with Chrome plated, PVD color plated	05 years
Faucets, Bath showers, Bathroom accessories (Toilet paper holder, Robe hook, Towel rail/rack,...) with Phantom Black & Matte Black color plated	02 years
Faucet and Bath shower accessories (cartridge, water hose,...)	02 years
E-Bidet	02 years
Shower toilet	02 years
Electronic components (solenoid valves, sensors, audio equipment, lighting,...)	02 years
Bathtub including accessories	02 years

3. For products related to projects, the warranty period will be extended by an additional 03 months from the factory warehouse's shipment date.

4. Replacement products and accessories have a 1-year warranty.

5. In case the product has been discontinued, GROHE will replace it with a similar product.

III. Warranty Conditions

1. The product must still be within the warranty period, as outlined in Article II, at the time of the customer's request.

2. GROHE is responsible for product warranty free of charge within the warranty period, covering all technical faults occurring during the manufacturing process.

3. Warranty liability ensures that the products function properly throughout the warranty period.

4. Manufacturer's authorized representatives are responsible for assessing and determining warranty coverage, which may involve repairing or replacing damaged products/accessories, provided that the products are installed, used, and maintained in accordance with the instructions specified in the attached manuals.

5. Warranty conditions apply only to the first buyers of the products with valid invoices provided upon their purchase.
6. Public projects with high frequency of use, if not covered by this warranty, will be based on a separate warranty contract requested by the customer or specified in the supply contract.

IV. Out of Warranty Scope

What is not covered in the warranty liability:

1. The products whose warranty periods have expired.
2. Do not register warranty information on the website www.grohe.com.vn. There is no purchase invoice or it is not intact, separated, erased, or not filled in completely.
3. Damages caused by using any other product/spare part not GROHE. This includes damages resulting from fixing bugs or altering GROHE products in design or function without the manufacturer's approval or consent.
4. Damaged caused by: scratches, stains, or wear caused by being rubbed with hard objects, or corrosive chemicals, ...; using the product in corrosive environments (such as alkaline, salt, or acid environments); using water sources that do not meet the Vietnamese standards for domestic water; damages caused by natural disasters, explosion (fire, gas, earthquake, flood, lightning ...); damaged by transportation, dropped or impacted by external forces.
5. Product installed, maintained, or used not in accordance with GROHE instruction manual.
6. Parts that must be regularly replaced due to aging, and corrosion over periods of use, such as batteries, gaskets, washers, filters... Visual defects arise such as scratches, reduced gloss, and wear resulting from use.
7. Defects or damages due to improper voltage supply or electricity surges, decreases, or other incidents in the electricity supply.
8. Products under the GROHE brand name with unknown origins, counterfeits, imitations or imported products not authorized by the manufacturer's representatives.

Note:

1. Before asking for warranty service, please:

- As soon as you make a purchase, please ensure that the authorized GROHE dealer has filled out the warranty information online and received a confirmation email from the system.
- Read carefully the instructions for installation and use.
- Find common problems on website: www.grohe.com.vn or contact Hotline 18006624.

2. Upon the request of warranty service, please provide the following information:

- Provide product codes purchased, date of purchase, and place of purchase.
- Briefly describe the problems encountered.
- Provide clear address and phone number so that the technical staff comes to support as soon as possible.
