

Grandjoy faucets generally come with a **Limited Lifetime Warranty** for major bathroom products like shower/tub/sink faucets, covering manufacturing defects for the original homeowner, while accessories (drains, racks) have a 5-Year warranty; commercial use usually gets a 5-year limit, and claims involve contacting their support (info@grandjoyfaucet.com / 1-888-969-6880) with proof of purchase for repairs or replacements, excluding installation labor.

Warranty Details:

- **Limited Lifetime:** Covers shower systems, basin faucets, bathtub faucets, kitchen faucets, and bidet faucets for as long as the original owner lives in their home and the product remains installed.
- **5-Year:** Applies to towel racks, floor drains, handheld shower accessories (if sold separately).
- **Commercial Use:** All products receive a 5-Year Limited Warranty for commercial settings.

What's Covered:

- Defects in manufacturing, materials, and workmanship.
- Repair or replacement of defective parts or the entire product.

What's Not Covered:

- Damage from inappropriate use, accidents, improper installation, or lack of maintenance.
- Labor costs for removal or re-installation.

How to Claim:

1. **Contact Grandjoy:** Reach out to customer service via email (info@grandjoyfaucet.com) or phone (1-888-969-6880).
2. **Provide Proof:** You'll need your original sales receipt or proof of purchase.
3. **Inspection:** Grandjoy will assess the claim and determine if it qualifies for repair, replacement, or refund.