

Toilets & Bidets

Limited Lifetime Warranty

Pelican Int'l warrants a limited lifetime warranty on Vortex Series toilets as long as the original purchaser owns the home the toilet was originally installed in. In order to return or refund the product successfully, the circumstances must meet the requirements of this document herein.

The installer or professional fabricator must inspect the Pelican Int'l Vortex Series toilet before installing the product. It is also the end user's responsibility to inspect the finished product before permanent installation.

This warranty does not cover any defects that were visible at the time of installation and were not brought to attention during the fabrication or installation process. All parties must agree to comply with the terms and conditions stated in the Pelican Int'l Limited Lifetime Warranty for the Vortex Series toilets.

TERMS AND CONDITIONS

- This warranty does not cover any residence where the original owner is no longer the occupant.
- This warranty is non transferable and applies to the Pelican Int'l Vortex Series product only for internal, residential, and commercial applications.
- If after or during installation you decide that you do not like the color or finish of the product that you have selected, that decision is not covered in any way under this warranty.
- This warranty applies only to materials that have been maintained according to the Pelican Int'l Care & Maintenance guidelines.
- This warranty does not cover products installed in any outdoor installation.
- This warranty does not cover improper use or abuse, which includes, but is not limited to, damage from mishandling, damage from excessive heat or uneven exposure to weather conditions, and any physical or chemical abuse.
- This warranty does not cover chips or other excessive impact damage against the product itself.
- This warranty does not cover failures due to fabricators/installers not following proper prescribed fabrication and installation procedures.
- This warranty does not cover any failures due to inadequate support for the installation.
- This warranty does not cover any creative use of the material (including bending or curving).
- This warranty does not cover any fabrication or installation error.

To begin the warranty claim process, please contact Pelican Int'l directly.