
PROTERRA WARRANTY

SINKS

Prochef offers a FIVE (5) YEAR LIMITED WARRANTY on the fixed components of its ProTerra sinks, ensuring them against defect of material and workmanship and against fading/staining. This warranty is limited to defects or damages resulting from a normal residential use and does not cover the following:

- Misuse, abnormal, negligent or abusive use
- Scratches, chips or dents (reported after installation – please inspect sink carefully prior to installation)
- Use of abrasives and/or chemicals (such as undiluted bleach)
- Common signs of wear and tear
- Improper installation, care and/or maintenance
- Commercial use
- Environmental factors causing damage
- Shipping or freight damage

ACCESSORIES

Prochef offers a 1-YEAR LIMITED WARRANTY on all mobile parts, options and accessories against defects of material and workmanship. This warranty is limited to defects or damages resulting from a normal residential use and does not cover the following:

- Surface corrosion (chemical or natural)
- Scuffs or scratches
- Misuse, abnormal or abusive use
- Dents, deformations caused by the impact of any object
- Common signs of wear and tear
- Improper installation, care and/or maintenance
- Commercial use
- Environmental factors causing damage
- Shipping or freight damage

GENERALITIES

Prochef may at its sole discretion, repair, replace or make appropriate adjustments to the products or components proven to be defective in order to restore to good working condition.

In no event, even if product or components are found to be defective, shall Prochef's liability exceed the price paid for the product. Prochef reserves the right to inspect the installation prior to the replacement or repair of the product or its component parts. Prochef may at its discretion require pictures prior to analyzing the claim. This limited warranty is null and void if the product or components have been repaired, altered or modified other than by Prochef or under its supervision.

This limited warranty replaces any and all other warranty, expressed or implied, including implied warranties of merchantability or fitness for a particular purpose. Laws governing product warranties may vary from one state or province to another. This warranty is not intended to contravene to the public order and shall not be so interpreted. This limited warranty extends only to the original owner/end user in residential applications and is not transferable to any subsequent purchaser. In the event of a warranty claim, original proof of purchase (sales receipt) will be required. Shipping and handling costs (for returning the product or components for repairs or to replace product or components) are not covered under this limited warranty. Also excluded from this limited warranty is any labour, workmanship or other costs incurred in connection with the product or components removal, repairs, replacement, adjustment or installation and any incidental or consequential damages.

Warranty will be null and void for any damage resulting from installation not respecting the instructions and Prochef will not be held responsible for any costs incurred. In the event of a limited warranty claim, original proof of purchase will be required – save original sales receipt.

If you believe you have a warranty claim or for more information on the warranty of our products, please contact our customer service.

1 855 687-8192

customerservice@prochef.ca