

The products manufactured and sold by Aquarius are under warranty for a period of three (3) years on gelcoat, five (5) years on acrylic products, ten (10) years on CenturyStone™ products and thirty(30) years on Renaissance Renovation Series products.. This warranty applies to the materials and the workmanship of the product.

If the product shall prove to have material defects, manufacturing defects or other labor defects, during the warranty period, it shall be repaired or replaced at the discretion of the warranty department of Aquarius Bathware.

EXCEPTIONS:

1. This warranty shall not apply to incorrect operating procedures, breakage or damage caused by neglect, improper maintenance, abuse, misuse, alterations, alteration or modification to the unit by the buyer or anyone representing the buyer. It will not cover chemical corrosion, natural corrosion, fire or any other act by the force of nature.
2. The buyer of this product is fully responsible for the proper installation of this unit. Aquarius will not be held responsible for any damages resulting from improper installation.
3. This warranty does not apply to any equipment or accessories not installed by Aquarius and Aquarius will not be held liable for any results of such acts.
4. Aquarius is not responsible for any consequential or incidental mishaps, inconvenience, time loss, incidental expense, materials or labor related to the installation of hardware or the actual tub.

Return Policy:

COMMERCIAL PRODUCT, SPECIAL ORDER AND NON-STANDARD COLOR PRODUCTS CANNOT BE RETURNED FOR ANY REASON. Standard stock items may be returned with prior approval and are subject to a 50% restocking fee plus cost of return freight. No product can be returned after eight weeks from ship date. Goods for return authorized in advance by The Praxis Companies, LLC must be returned within (30) days of authorization, shipping freight prepaid. The Praxis Companies, LLC will assign an RGA number to the unit which must be placed on the outside of the carton to be returned. NO RETURNS WILL BE ACCEPTED WITHOUT THIS NUMBER. Credit for goods returned under an RGA will be issued after all units are inspected at the factory and deemed to be in sellable condition. No credit will be issued on units deemed un-sellable.

Order Cancellation or Change:

You may cancel or change an order for standard models if the request is received within forty-eight (48) hours of the original order entry date. Written confirmation of the cancellation or change must be given.No cancellations or changes may be made after forty-eight (48) hours. We cannot be responsible for errors made as a result of verbal communications not followed by written confirmation. An order for nonstandard colors or modified units requiring special accessories or equipment cannot be cancelled.

For any questions or requests contact our warranty department at:

1-800-443-7269

or by writing to:

Aquarius Warranty Department

435 Industrial Road

Savannah, TN 38372

- All warranty will be implemented at the discretion of the Aquarius Warranty Department upon the summation and evaluation of the circumstance involving the product in question.