



Allora USA Limited Warranty – Accessories & Spare Parts

1. General Terms

Allora USA warrants its spare parts and accessories to be free of defects in material and craftsmanship under normal use for a period of one year from the date of initial purchase. This warranty applies only to products purchased and installed within North America.

This warranty applies to only the original buyer and is not transferable unless the product was bought by a plumbing service provider. In this case, the warranty will extend exclusively to the first property owner for whom the product was originally installed.

2. Exclusions

Allora USA's responsibilities under this warranty are limited to either repair or replacement of the product or any component. At its sole discretion, Allora USA may exchange the product for an identical or comparable model. Allora USA reserves the right to conduct any inspections it considers necessary.

Allora USA is not responsible for any:

- I. Damage caused by incorrect installation, misuse, or improper maintenance.
- II. Damage that occurs during shipment.
- III. Indirect or consequential damage to personal or real property.
- IV. Costs related to shipping, labor, or installation/replacement.
- V. Damage from harsh conditions or corrosive cleaning agents.
- VI. Normal wear and tear.
- VII. Building code compliance. Prior to installation, buyers are advised to verify code compliance with a local plumbing contractor.

3. Actions that Void the Warranty

- I. Removing the product from the initial place of installation.
- II. Improper maintenance, abuse, misuse, improper use, accident, fault or negligence.
- III. Installation that is different from the installation instructions.
- IV. Purchase from an unauthorized seller.
- V. Damage, whether accidental or intentional.
- VI. Usage in an unintended application.
- VII. Improper shipping, storage, or handling.

4. Disclaimers

To the fullest extent permitted by applicable law, Allora USA EXPLICITLY DISCLAIMS ALL WARRANTIES BEYOND THOSE EXPRESSLY PROVIDED HEREIN, whether express or implied, statutory or otherwise, including, but not limited to, any implied warranties of merchantability or fitness for a particular purpose. ALLORA USA WILL NOT BE LIABLE FOR ANY SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES ARISING FROM THE BREACH OF ANY EXPRESS OR IMPLIED WARRANTY, CONTRACT, OR TORT.

This warranty does not cover any costs associated with labor, installation, or the repair or replacement of any installation materials. Allora USA reserves the right to discontinue or modify any product at any time without notice.

Some states or jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts, so the above limitations or exclusions may not apply to you. This warranty grants you specific legal rights, and you may also have other rights that vary from state to state.



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5. Warranty Service

To obtain warranty service, please contact through one of the following:

- [Email Allora USA Customer Support](#)
- Write Customer Support:
Allora USA Customer Support
22713 Commerce Center Ct.
Suite 140
Dulles, VA 20166

- Call **Allora USA Customer Support**: (571) 291-3484 x 109

Include your name, address, phone number, proof of purchase, a description of the defect, and the model number or product description.

Product	Commercial Use ⁱ	Multi-Family Use ⁱⁱ	Residential Use ⁱⁱⁱ
Spare Parts	Limited warranty for 1-year from the purchase date	Limited warranty for 1-year from the purchase date	Limited warranty for 1-year from the purchase date
Accessories	Limited warranty for 1-year from the purchase date	Limited warranty for 1-year from the purchase date	Limited warranty for 1-year from the purchase date

ⁱ Commercial Use: includes product usage in non-residential facilities, hotels, commercial businesses or other public spaces.

ⁱⁱ Multi-Family Use: includes product usage in apartments and other rental units.

ⁱⁱⁱ Residential Use: applies only to the original buyer. If purchased by a plumbing service provided, residential use extends exclusively to the first property owner for whom the product was installed.