

BOSSINO



www.bossino.com www.castlebaysinks.com

Returns and Warranty Policies

One (1) Year Product Warranty Policy

We grant a one-year warranty from the date of original purchase. We will provide free of charge, non-consumable replacement parts or components that failed due to manufacturing defects. The labor is **NOT** included in this warranty, it is the owner's responsibility to change the parts.

Subject to the conditions and limitations set forth below, Bossino will, at its option, either repair or replace any part of its products that prove defective by reason of improper workmanship or materials. The consumer is responsible for all shipping costs. Consumable parts not covered by this warranty include but not limited to: Light bulbs, metal, aluminum and charcoal filters.

Extended Warranty Protection

Quality, performance and craftsmanship - Bossino knows the power of threes. So much so, for a limited time, we offer three years of manufacturer warranty coverage at an extra \$50. We want you to enjoy your appliance down to its very last detail. Ask one of our distributors for more details about our Extended Warranty Protection.

This Warranty Will Be Voided When:

Product damaged through negligence, improper installation, accident, abuse, misuse, natural disaster, insufficient or excessive electrical supply, abnormal mechanical or environmental conditions, or any unauthorized disassembly, repair, modification, or failure to follow installation instructions. When product is used commercially or other than its intended purpose. Damaged because of improper connection with equipment of other manufacturers. Repaired or modified by anyone other than Bossino's authorized agents. This limited warranty also does not apply to any product on which the original identification information has been altered, obliterated or removed, has not been handled or packaged correctly, has been sold as second-hand or has been resold contrary to the US/Canada export regulations.

What is Not Covered:

Consumable parts such as light bulbs, metal and charcoal filters. The natural wear of finish, and wear due to improper maintenance, use of corrosive and abrasive cleaning products, pads, and oven cleaner products. Chips, dents or cracks due to abuse, misuse, freight damage, or improper installation. Damage resulting from accident, alteration, misuse, abuse, fire, flood, acts of God, installation not in accordance with electrical or plumbing codes, or use of products not approved by Bossino. Bossino is not liable for, and does not cover under warranty, any loss of properties or any costs associated with removing, servicing, installing, or determining the source of problems with Bossino products. In no event shall the liability of Castle Bay Sinks Inc **exceed the purchase price of the rangehood.**

This warranty is valid in Canada and United States. It is non-transferable and applies only to the original purchaser and does not extend to subsequent owners of this product. Any applicable implied warranties, including the warranty of merchantability, are limited in duration to a period of express warranty as provided herein beginning with the date of original purchase at retail and, no warranties, whether express or implied, shall apply to this product thereafter.

Warranty Claims

Bossino recommends you register the purchased appliances with us directly. To obtain warranty service, please register with us by email to warranty@castlebaysinks.com. Typically, you must include product identification information, including model number and batch number (if applicable) with a detailed description of the problem you are experiencing. You must also include proof of the date of original retail purchase as evidence that the product is within the applicable warranty period. **(SAVE THE RECEIPT)**

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Return Goods Policy

All returns must first obtain a Return Goods Authorization Number by contacting Castle Bay. There will be a 25% re-stocking charge, handling and shipping charges for authorized returns. Return shipping charges are the responsibility of the customer. Shipping and handling costs will not be refunded, unless the part(s) is incorrect or defective. Castle Bay Sinks will only accept authorized return products in original condition with original packaging and accessories. All authorized returns must be accompanied by the original purchase receipt along with the Return Goods Authorization Number obtained from us.

Please ensure you package your return to prevent any damage to the items or boxes whilst in transit. All items returned will be inspected before credit approval. If the product is received in damage conditions, there will be no credit issued.

Product Replacement:

Return shipping charges are the responsibility of the customer or buyer. Replacement Range Hood under Warranty is Free. However; we will require shipping tracking # as the confirmation before sending out a replacement rangehood. Alternately; we can accept credit card authorization as a deposit for the replacement rangehood. Credit Card is to be used only as a DEPOSIT BACK-UP should for any reasons that the rangehood did not get return to us. You will not be charged if we received the expected item. This deposit form will be destroyed once the expected item is returned.



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WARRANTY CLAIM PROCEDURE

Before making a warranty claim, please read over our Warranty information to determine what it says regarding the item you believe requires warranty.

1. Complete the form, including the "Required Contact Information" below.
2. Provide sufficient description of the defective Range hood.
3. Provide picture(s) along with the description.
4. Submit a copy of the Purchase receipt by fax (1-888-505-2522) or email (warranty@castlebaysinks.com)
5. Email the completed form to warranty@castlebaysinks.com or Fax to 1-888-505-2522.

REQUIRED INFORMATION

First and Last Name: _____

E-mail Address: _____

Phone Number: _____ Date of Purchase: _____

Rangehood Model: _____

Dealer (Store Purchased From) _____

Return Address: _____

DESCRIPTION OF THE ISSUE (PLEASE SUBMIT PICTURE(S) ALONG WITH THE DESCRIPTION)
