



Exclusive Copper Warranty

Exclusive products have been made under the highest standards of craftsmanship and quality. Due to the natural character of our handcrafted copper products and artisan process, variations in dimensions, color, surface, hue, hammering uniformity and finishes are expected and not considered defects. These variations are more evident in our "natural finish" where some pieces will have variable areas of more black or red. Exclusive Kitchen and Bath offers no warranty with respect to the finishes on the copper products, as the living finishes naturally change over time. Please refer to the care and maintenance of our copper sinks in the Copper Products section. Exclusive's copper sinks offer a warranty for defects in workmanship and/or materials for all of our collections.

Under no circumstance will Exclusive Kitchen and Bath be held responsible for any damage as a result during or after product installation. We will not be responsible for any labor or installation charges, or any other expenses associated with a defective product. Exclusive's only responsibility is the replacement, exchange, or repair of a defective product.

If you believe that you have a warranty claim, contact Novatto, either through phone or email. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the product, model number, color, finish, and the date the product was purchased. Also include your original invoice.

Since copper is a living material each piece is unique and one of a kind. Due to the unique handcrafted art of Exclusive's copper products, the tolerance in size of our sinks is +/-0.5" and for our bathtubs it is +/-1.0". To be sure Exclusive's product fits perfectly in your home, we recommend you purchase the product first and fabricate according.

Warning:

Do not use corrosives such as chlorine, vinegar, abrasive cleaners, copper cleaners, citric acids like lemon or orange juice, harsh chemicals or anything with ammonia or acid. These substances may remove the patina finish of a copper sink. However, if an acidic product removes some of the patina, do not worry the patina will return over time due to its living properties.