

SOCI Limited Sink Warranty

SOCI prides itself on its customer service and product quality and therefore warrants that all its products are free of manufacturer defects under normal use and proper care. If defects are found, they are to be reported immediately including clear images of the defect. SOCI reserves the right to inspect any sink that has been reported to be defective prior to the replacement of the sink. Additionally, SOCI warrants to the original purchaser only that it will provide replacement material or refund at our discretion of any product that fails to meet any of the requirements listed in this policy.

Limited Quality Warranty

Should any SOCI product fail due to a manufacturing defect, SOCI will replace the defective product pieces as it deems fit with an equivalent replacement (excluding labor and transportation). The product in question must have been solely used in a residential setting. This warranty will not cover any damages which might be caused by this product (some states do not allow such limitation, so this reference may not apply to you). Product coverage periods listed below begin from date of purchase. For any product not listed, the SOCI standard return policy applies. This warranty is non-transferable and shall not apply to damage arising from any of the following:

- Accidents, negligence, abuse or misuse
- Improper installation
- Improper care or maintenance
- Exposure to extreme temperatures
- Scratch, impact or cutting
- Modifications to product
- Freight damages
- Improper Use of abrasive cleaning products including scouring pads
- Damages caused by Placing hot pans directly into the sink
- Staining caused by standing water

*Note- Hard water could also leave the appearance of stains

VISUAL DEFECTS

Damages, shortages, and/or other receiving discrepancies must be reported upon receipt. Any damages not reported upon receipt must be repaired or replaced at the customer's expense. Please refuse the shipment if there is obvious damage to the outside packaging or if you suspect the product is damaged and contact SOCI immediately at returns@soci.design to begin the claim process. Our team will provide a Return Authorization number and instructions on how to proceed. Installation of any SOCI product constitutes a declaration that product has no visual defects.

Coverage Periods

ATHOS GRANITE COMPOSITE – LIMITED LIFETIME WARRANTY

STAINLESS STEEL – LIMITED LIFETIME WARRANTY

VITEROUS CHINA – LIMITED ONE YEAR WARRANTY

FIRECLAY – LIMITED ONE YEAR WARRANTY