

KOHLER® Kitchen & Bath Products Limited Warranty.

PT. Kohler Indonesia Kitchen & Bath products used in normal residential and non-residential commercial settings are warranted to be free of defects in the material and workmanship for the period of time set forth in the warranty coverage chart as detailed below, commencing from date of purchase of KOHLER Kitchen & Bath products to the original purchaser (“warranty period”).

Product		Warranty period (From date of purchase)	
		Residential	Commercial
Non-PVD	Faucet	5 Years	3 Years
	Bathroom Accessories	3 Years	1 Year
PVD	Faucet	Limited Lifetime	1 Year
	Bathroom Accessories	Limited Lifetime	1 Year
Sensor faucet and Electrical parts		3 Years	1 Year
Vitreous China *internal components (fitting)		5 Years *2 Years	3 Years *1 Year
Seats & Bidet seat (incl. Internal components)		3 Years	1 Year
Inwall tank (incl. internal components)		3 Years	1 Year
Bathub, Whirlpool, Sink made from Cast Iron *Internal components		Limited Lifetime *3 Years	1 Year *1 Year
Bathub, Whirlpool made from Acrylic * Accesoriess : bath pillow, towel rack, apron, bracket, faucet and fittings, etc		3 Years *1 Year	1 Year *1 Year
Bubble massage *Accesoriess : bath pillow, towel rack, apron, bracket, faucet and fittings, etc		5 Years *1 Year	1 Year *1 Year
Steam generator		3 Years	1 Year
Bathroom furniture		3 Years	1 Year
Mirror cabinet & Mirror		3 Years	1 Year
Intelligent toilet		3 Years	1 Year
Stainless Steel Sink		3 Years	1 Year

Limited Lifetime means PT. Kohler Indonesia warrants the PVD finish during normal residential usage for as long as the original consumer owns their home.

During the warranty period if it is due to defects in the material or workmanship, PT. Kohler Indonesia will, at its sole discretion, repair or replace free of cost, any defective component or part of the Kitchen and Bath products, subject to the terms and conditions described below:

1. This warranty is only effective if proof of purchase (original sales receipt) is provided with all warranty claims or requests.
2. PT. Kohler Indonesia or its Authorized Distributor is not responsible for labour charges, installation or other incidental or consequential costs. PT. Kohler Indonesia is not responsible or liable for any special or consequential damages due to the defective Product, or due to defects of any component or part thereof. In no event shall the liability of Kohler Indonesia exceed the purchase price of the Product.
3. Improper care and cleaning will void the warranty.
4. Warranty period will start from date of invoice and shall automatically terminate upon the expiry of the warranty period even if the Product has not been installed after purchase or has not been in the use for any part or whole of the warranty period for any reason whatsoever.
5. In the event of any repairs/replacement of any parts of the product, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/ replacement of parts including transit of the product or its parts or any period during which the product has not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted.
6. In the event of non-availability of components or parts due to any reason whatsoever, neither PT.Kohler Indonesia nor its Authorized Distributor nor the Dealer will be responsible or liable for any delay that may be caused to service/ repair of the Product. In the event that the same model or colour is not available for replacement, PT.Kohler Indonesia or its Authorized Distributor will replace the defective Product with an equivalent model or colour.
7. This Warranty document is applicable to Kitchen & Bath product sold by PT.Kohler Indonesia or its Authorized Distributor. Any reference to any other warranty document will not be considered. This is Kohler Indonesia's exclusive written warranty. The decision of Kohler Indonesia regarding the warranty is final and binding.

All disputes are subject to the exclusive arbitration administered by the Indonesian National Arbitration Center ("BANI") in accordance with the Arbitration Rules of the BANI ("BANI Rules") for the time being in force. The seat and place of the arbitration shall be in Indonesia. The Tribunal shall consist of one arbitrator to be appointed by the President of the Court in BANI pursuant to the BANI Rules. The language of the arbitration shall be in English.

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