

# DREAMLINE® EXCLUSIVE

## LIMITED WARRANTY

This warranty applies to Bath Authority LLC ("DreamLine") products purchased after \_\_\_\_ 1, 2020.

DreamLine offers the following parts only, limited warranty (for the designated period) for its products and components thereof. Dreamline's limited warranty extends only to the original owner/end-user, is for household use only (for commercial use please see COMMERCIAL USE section), and is not transferable to a subsequent owner. DreamLine reserves the right to modify this limited warranty at any time, it being understood that such modifications will not alter the limited warranty conditions applicable at the time of sale of the products in question.

This limited warranty extends for the designated period of time so long as the product remains in use in its original place of installation. This limited warranty applies only to DreamLine® products purchased from an authorized dealer in the United States or Canada. Proof of purchase (original sales receipt) from the original consumer purchase must be provided with all warranty claims.

**IN NO EVENT SHALL THE LIABILITY OF DREAMLINE EXCEED THE PURCHASE PRICE OF THE PRODUCT. NO RESPONSIBILITY IS ASSUMED BY DREAMLINE FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.**

DreamLine recommends that its products be installed by a professional with experience in the installation of bathroom (specifically shower and tub doors) products. Installation of certain products, including, without limitation, glass products (i.e., shower and tub doors) by an inexperienced installer may result in glass breakage and, consequently, may cause personal injury or even death. Installation must be in accordance with the installation manual without modification. Any deviation from the installation manual shall VOID THE WARRANTY.

### PARTS ONLY LIMITED WARRANTY

The limited warranty covers replacement parts for all defects for the designated period. LABOR CHARGES AND/OR DAMAGE INCURRED DURING INSTALLATION, REPAIR, OR REPLACEMENT, AS WELL AS ANY OTHER KINDS OF ANCILLARY COST, LOSS OR DAMAGE ARE EXCLUDED. Please allow 24-48 hours for processing of warranty issued parts. Once warranty replacement parts are shipped, the warranty is activated and product cannot be returned for refund thereafter.

### COMMERCIAL USE

Notwithstanding any other terms in this warranty, the duration of the applicable limited warranty excludes all industrial, commercial and business usage. THE WARRANTY PERIOD FOR PRODUCTS INSTALLED FOR COMMERCIAL APPLICATIONS OR USED IN COMMERCIAL VENTURES, INCLUDING BUT NOT LIMITED TO MOTELS, HOTELS, CASINOS, STUDENT HOUSING, CONDOS, APARTMENTS, AND FITNESS CENTERS, IS A ONE (1) YEAR LIMITED WARRANTY FROM THE DATE OF PURCHASE FOR SHOWER DOORS, BATHTUB DOORS, SHOWER ENCLOSURES, SHOWER BASES, AND BACKWALLS, WITH ALL OTHER TERMS OF THIS WARRANTY APPLYING EXCEPT THE DURATION OF THE WARRANTY.

### OTHER EXCLUSIONS

**DREAMLINE SHOWER COLUMNS AND DREAMLINE SHOWER SEATS ARE NOT INTENDED FOR COMMERCIAL USE. THERE IS NO WARRANTY EXTENDED FOR THESE PRODUCTS FOR COMMERCIAL USE AND DREAMLINE HEREBY DISCLAIMS ANY WARRANTY OF ANY TYPE, EXPRESS OR IMPLIED, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, FOR THESE PRODUCTS FOR COMMERCIAL USE.**

**DREAMLINE HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, FOR PRODUCTS SOLD AS DEALER OR STORE DISPLAYS, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

**DREAMLINE HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, FOR PRODUCTS USED OUTSIDE OF THE UNITED STATES OR CANADA, INCLUDING THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE.**

**DREAMLINE HEREBY DISCLAIMS ALL WARRANTIES, EXPRESS OR IMPLIED, FOR PRODUCTS USED IN CONNECTION WITH A HOT TUB, JETTED TUB, HYDROTHERAPY TUB OR ANY BATHING TUB THAT CIRCULATES PRESSURIZED WATER.**

### LIMITED WARRANTY TERMS

DreamLine will, at its election, repair or replace a product found by DreamLine, in its sole judgment, to be defective within the warranty period under normal residential use and maintenance. The replacement of a product is limited to supplying a replacement product or part (same as existing or if not available, comparable product). DreamLine's warranty obligation shall be discharged upon tender of parts, replacement, or repair of the product. Purchaser's refusal to accept the tender terminates all warranty obligations and **VOIDS THE WARRANTY**. Cost of freight for returning products to DreamLine for repairs or replacement under this limited warranty are the responsibility of the customer. Cost of freight associated with shipping of replacement product(s) or parts covered by this limited warranty is the responsibility of the customer. Any product replaced or repaired during the warranty period will be covered only for the remaining period of the original limited warranty. In no event will DreamLine be liable for costs of repair or replacement of any installation material, including but not limited to tile, marble, etc. **DREAMLINE IS NOT RESPONSIBLE FOR INSTALLATION, REMOVAL OR REINSTALLATION COSTS OF ANY PRODUCT REQUIRING WARRANTY SERVICES.**

Any modification or alteration of any DreamLine product will void the warranty. Neither the authorized DreamLine dealer, nor any other person, is permitted to make any affirmation, representation, or warranty other than those contained in this limited warranty. Any affirmation, representation, or warranty other than those contained in this limited warranty shall not be enforceable against DreamLine or any other person.

DreamLine recommends that product installations and repairs be performed by an experienced professional in accordance with the installation manual without modification. Installation or repairs that deviate from the installation manual shall **VOID THE WARRANTY**. This limited warranty shall not apply to breakage or damages caused by normal wear and tear, fault, carelessness, abuse, misuse, misapplication, improper maintenance, alteration or modification of the unit, as well as chemical or natural corrosion, accident, fire, flood, act of God or any other casualty. Improper care and cleaning will **VOID THE WARRANTY**. Use of cleaners containing abrasive cleansers, ammonia, bleach, acids, waxes, alcohol, solvents or other products not recommended for hardware finishes, glass or acrylic, as they may damage the metal or glass finish of your product, will **VOID THE WARRANTY**. For additional product maintenance instructions, please refer to the product installation manual. DreamLine is not responsible for any issues arising in connection with errors or omissions in information provided on DreamLine or dealers' websites. This limited warranty does not extend to any non-DreamLine plumbing or components installed by installers, end users or by any party other than DreamLine.

**THE FOREGOING LIMITED WARRANTIES ARE IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED, INCLUDING BUT NOT LIMITED TO THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE. DREAMLINE DISCLAIMS ALL LIABILITY FOR SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. DREAMLINE IS NOT LIABLE FOR PERSONAL INJURIES OR DEATH TO ANY PERSON OR FOR ANY INDIRECT, SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES, LOSS OF USE, LOSS OF TIME, LOSS OF PROFITS, INCONVENIENCE, INCIDENTAL EXPENSES, LABOR OR MATERIAL CHARGES, OR ANY OTHER COSTS RESULTING FROM THE USE OF ITS PRODUCTS OR PERTAINING TO THE APPLICATION OF THE PRESENT WARRANTY, OR RESULTING FROM THE REMOVAL OR REPLACEMENT OF ANY PRODUCT OR PART COVERED BY THIS WARRANTY.**

## **PRODUCT WARRANTY PERIODS**

The laws and regulations that govern the installation and use of shower or tub doors, shower enclosures, shower bases, and other accessories vary widely by region, state or municipality. Except as otherwise provided above, DreamLine makes no warranties, express or implied, including warranties of merchantability and fitness for a particular purpose, or compliance with any code. DreamLine is not responsible for verifying building code restrictions on installation or use, and any such compliance is excluded from this warranty. DreamLine reserves the right to modify this limited warranty at any time - such warranty modifications will not alter the warranty applicable at the time of sale of the products in question. The warranty periods for specific products for consumer (non-industrial, non-commercial, non-business use only) are as specified below:

### **Lifetime Limited Warranty - SHOWER & TUB DOORS, SHOWER ENCLOSURES GLASS**

DreamLine shower doors, tub doors, and shower enclosures are backed by a Lifetime Limited Warranty. DreamLine warrants the glass of shower doors, tub doors and shower enclosures to be free from defects in workmanship and materials under normal residential use for a period commencing from the initial date of purchase by the owner/ end-user, contractor or builder from an authorized DreamLine dealer for the life of the product as long as the original consumer purchaser resides in the home in which the product is installed. **THE WARRANTY PERIOD FOR PLASTIC SEAL STRIPS, SWEEPS OR ANY OTHER VINYL COMPONENTS SHALL BE LIMITED TO ONE (1) YEAR. DREAMLINE DOES NOT WARRANT GLASS FOR SCRATCHES, CHIPS, WATER SPOTS, BREAKING OR ANY OTHER DAMAGE AFTER INSTALLATION.**

### **Five (5) Year Limited Warranty – ALLIANCE SHOWER & TUB DOORS, SHOWER ENCLOSURES GLASS**

DreamLine Alliance® brand products (including, without limitation, the Alliance PRO, Alliance LT and all other Alliance collections) are backed by a Five (5) Year Limited Warranty. DreamLine warrants the glass of shower doors, tub doors and shower enclosures in all Alliance brand products to be free from defects in workmanship and materials under normal residential use for a period commencing from the initial date of purchase by the owner/ end-user, contractor or builder from an authorized DreamLine dealer for a period of five (5) years as long as the original consumer purchaser resides in the home in which the product is installed. **THE WARRANTY PERIOD FOR PLASTIC SEAL STRIPS, SWEEPS OR ANY OTHER VINYL COMPONENTS SHALL BE LIMITED TO ONE (1) YEAR. DREAMLINE DOES NOT WARRANT GLASS FOR SCRATCHES, CHIPS, WATER SPOTS, BREAKING OR ANY OTHER DAMAGE AFTER INSTALLATION.**

### **Lifetime Limited Warranty - SHOWER & TUB DOORS, SHOWER ENCLOSURE HARDWARE**

DreamLine shower door, tub door, and shower enclosure hardware is backed by a Lifetime Limited Warranty. DreamLine warrants shower door, tub door and shower enclosure hardware (i.e. handles, rollers, hinges, profiles, clips, guides, brackets, towel bars) **in chrome, brushed nickel, polished stainless steel, and brushed stainless steel finishes only** to be free from defects in workmanship and materials under normal residential use for a period commencing from the initial date of purchase by the owner/ end-user, contractor or builder from an authorized DreamLine dealer for the life of the product as long as the original consumer purchaser resides in the home in which the product is installed. **THE WARRANTY PERIOD FOR ANY COATING ON HARDWARE IN OIL RUBBED BRONZE OR SATIN BLACK OR MATTE BLACK FINISH SHALL BE LIMITED TO ONE (1) YEAR.**

### **Lifetime Limited Warranty - SHOWER BASES**

DreamLine shower bases are backed by a Lifetime Limited Warranty. DreamLine warrants shower bases purchased by the owner/end-user, contractor or builder from an authorized DreamLine dealer to be free from defects in workmanship and materials under normal residential use for the life of the product as long as the original consumer purchaser resides in the home in which the product is installed.

### **One (1) Year Limited Warranty - ACRYLIC SHOWER BACKWALLS**

DreamLine acrylic shower backwalls are backed by One (1) Year Limited Warranty. DreamLine warrants acrylic shower backwalls purchased by the owner/end-user, contractor or builder from an authorized DreamLine dealer to be free from defects in workmanship and materials under normal residential use for a period of one (1) year from the date of purchase of the product as long as the original consumer purchaser resides in the home in which the product is installed.

### **One (1) Year Limited Warranty - SHOWER COLUMNS**

Dreamline shower columns are backed by a One (1) Year Limited Warranty. DreamLine warrants shower columns purchased by the owner/end-user, contractor or builder from an authorized DreamLine dealer to be free from defects in workmanship and materials under normal residential use for a period of one (1) year from the date of purchase of the product as long as the original consumer purchaser resides in the home in which the product is installed.

### **Lifetime Limited Warranty - SHOWER SEATS**

DreamLine shower seats are backed by a Lifetime Limited Warranty. DreamLine warrants shower seats purchased by the owner/end-user, contractor or builder from an authorized DreamLine dealer to be free from defects in workmanship and materials under normal residential use for the life of the product as long as the original consumer purchaser resides in the home in which the product is installed. **THE WARRANTY SHALL BE VOID IF THE SHOWER SEAT IS NOT PROFESSIONALLY INSTALLED INTO THE STUDS ON A PROPERLY REINFORCED WALL (SUCH AS STATED IN THE PRODUCT INSTALLATION MANUAL).**

## **STATE LAWS AND THIS WARRANTY**

Some states/provinces do not allow limitations on how long an implied warranty lasts, or the exclusion or limitation of special, incidental or consequential damages, so these limitations and exclusions may not apply to you. This warranty gives you specific legal rights. You may also have other rights, which vary from state to state or province to province.

## **WARRANTY SERVICE**

**To file a warranty claim the following information is required:**

- Name, address and telephone number

- Product model number, color, finish
- Complete description of problem (please note that additional information such as photos may be required to fully process your warranty claim)
- Date of purchase and from whom the product was purchased
- Proof of purchase (sales receipt, invoice, etc.)
- PO, Invoice or original purchaser name

**Submit required information by e-mail, mail or fax:**

**Email:** [support@dreamline.com](mailto:support@dreamline.com)

**Mailing Address:**

DreamLine Warranty Service Center  
75 Hawk Road  
Warminster, PA 18974  
**Fax:** 1-866-857-3638

**Or, contact the Technical Support Center Monday thru Friday 9:00 am – 6:00 pm EST Technical Support: 1-866-731-2244**