General Information

Thank you for choosing Randolph Morris. If you have any questions, please don't hesitate to contact our Customer Service Representatives toll free: 877-868-1369 or visit us online at www.vintagetub.com.

Care

Wipe dry with a soft dry cloth after each use. Use only water to clean your faucet. Never use acids, harsh abrasives or detergents. Using detergents or abrasive cleaners will void the warranty.

Operation

All Randolph Morris faucets include modern, quarter turn ceramic valves. This means the handles require only a quarter turn to be completely open or closed. Do not use force or attempt to turn handles more than a quarter turn.

Warranty

Randolph Morris faucets and fixtures are warranted to be free of manufacturing and mechanical defects for a period of five years from date of purchase provided the products are installed by a qualified licensed plumber and shall not apply to the labor or expedited shipping costs for the repair or replacement of the product.

All Randolph Morris tubs carry a lifetime limited warranty (see item text to confirm). This lifetime limited warranty covers defects in the porcelain, cast iron, or acrylic that cause the tub to be unsuitable for use. Examples include cracks in the porcelain or cast iron and rust spots resulting from a defect in manufacturing. We also warranty the paint against cracking, peeling, and lifting for a period of one-year. At our discretion, we will repair or replace the tub, or refund your money. This warranty is for the life of the original, non-commercial owner for as long as he/she owns the tub. Commercial purchasers receive a one-year limited warranty on the porcelain, cast iron, acrylic, and paint.

Randolph Morris vitreous China are warranted to be free of material and workmanship defects for a period of one year from date of purchase provided the products are installed by a qualified licensed plumber and shall not apply to the labor or expedited shipping costs for the repair or replacement of the product.

This warranty covers only the specific residential use for which the products were intended and is limited to replacement of defective parts only, unless deemed necessary by a customer service representative.

Inspection

We strongly recommend you inspect your product before scheduling your plumber. Claims associated with shortage, loss or damage must be reported within 72 hours of receipt of shipment and all common carrier freight (tractor-trailer) must be reported within 48 hours of receipt. Damage Parts claims made after these time periods may be rejected by UPS or the freight carrier. If you find damage, defects or missing parts within the times allotted above; please contact our Customer Service department toll free at 877-868-1369.