



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 ext 2 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.

Operations

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

All items are warranted to the original owner to be free of manufacturing and mechanical defects. If a defect is found, we will provide a replacement part or product, or make the appropriate adjustment. Normal wear and tear or damage from daily use is not warranted. Other exclusions include, but are not limited to, damages incurred as a result of installation, replacement or repair, and damages due to improper cleaning, misuse or neglect.

Randolph Morris faucets, fixtures, and integrated tub drains 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. 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 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. 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. This warranty applies only to normal usage and is considered void if damage is caused by misuse, abuse, dents, abrasives, chemicals, improper installation/care/maintenance, alteration, or any other form of neglect.

Randolph Morris vitreous China and vanities 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.

Randolph Morris fireclay sinks carry a two year warranty from manufacturing defects and 10 year warranty from fading/staining of the glaze. This warranty applies only to normal usage and is considered void if damage is caused by misuse, abuse, dents, abrasives, chemicals, improper installation/care/maintenance, alteration, or any other form of neglect. Excluded from warranty are dry cracks. Dry cracks are a normal occurrence due to the production/cooling process. The cracks do not affect the utility or appearance of the sink in any significant way.

Randolph Morris cast iron sinks carry a two year warranty from manufacturing defects and 10 year warranty from fading/staining of the glaze. This warranty applies only to normal usage and is considered void if damage is caused by misuse, abuse, dents, abrasives, chemicals, improper installation/care/maintenance, alteration, or any other form of neglect.

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.

Towel Warmers

Randolph Morris warrants its towel warmers from failures in the material and workmanship for one year from the date of original purchase with proof of purchase providing the appliance is used solely indoors and in a non-commercial environment.