

Strom Plumbing

BY

Sign of  the Crab

* Note: Warranty is only valid for orders shipped within the 48 contiguous United States.

Tub Warranty

Our tubs are warranted to be free of manufacturing and finish defects for a period of 5 years from date of purchase, when properly installed by a qualified, licensed plumber. In most cases on-site repair of the tub will be accomplished, minimizing the inconvenience to the customer.

Warranty

All items are warranted to be free of manufacturing and finish defects for a period of 5 years from date of purchase, when properly installed by a qualified, licensed plumber. This warranty covers replacement of defective parts, not of complete product, unless deemed necessary by a customer service representative. The warranty does not extend to labor charges or air freight charges when repair or replacement of the item is needed. The warranty only applies to interior installations. Shower Curtains are not warranted.

Ceramic Faucet Handle Warranty

All our ceramic faucet handles are warranted for 5 years from date of purchase. Any ceramic handle developing cracks or chips will be promptly replaced, as a cracked or broken handle may result in personal injury.

Lifetime Supercoat Brass Warranty

For the many customers that desire a beautiful polished brass finish and want to avoid the necessity of polishing, we have developed our Supercoat Brass protective finish. Our Supercoating is a 2 part epoxy, applied electrostatically, and baked on to insure a lasting shine. It is absolutely guaranteed for as long as the original purchaser owns their home and proper maintenance instructions are followed. The product must be returned to our factory for re-coating. We will re-coat, not replace the product if a defect of the Supercoat finish occurs.

* Please Note: Oil Rubbed Bronze Finish is NOT covered under Warranty

This finish is one of the finest in the industry, but it is not a "living finish" as so many others advertise. It is a solid color that is applied directly to the brass, and each & every piece is inspected at each step. When the faucet or tub is assembled, and before it is shipped, it is inspected again before going into special protective covers. That is why when you receive it, it should be inspected by you before installation. When your professional installs it, they should use the proper tools to prevent any scratches or imperfection from occurring. By simply wiping with a soft cloth after use, this finish will last for many, many years.