

ALLURE WARRANTY POLICY

Allure® Bathroom Fixtures carry 5-year warranties. This is a manufacturer's warranty, which covers the mechanical and electrical assemblies of each bathroom fixture. There is a lifetime warranty on the door seal.

Installation and associated labor is the singular responsibility of the owner, not Allure. Any costs related to installation and labor remain the responsibility of the owner and not Allure. If an electrical component related to a bathroom fixture fails, the customer must utilize the services of a licensed electrician or electrical contractor to verify this warranty claim. Any costs associated with the aforementioned testing requirement remain the client's full financial responsibility. If an installer has any questions prior to installation, Allure asks the client to contact the tech department Monday-Friday (8:30am-4pm PST).

Allure's Warranty Policy does not cover superficial fixtures and surfaces. It is the customer's responsibility to inspect a delivered product within 24 hours of receipt. If superficial damage is discovered, Allure must be notified by phone: 877 629 5503. Additionally, this damage claim must carry accompanying digital photographic images displaying said damage. If this damage claim is not filed within 24 hours of receipt, the customer will be responsible for the price of the part and variable shipping rate. 24 hours represents the standard period to file concealed damage claims with LTL and specialty shipping companies used by Allure.

Allure maintains a parts department and associated parts in stock. Parts are shipped Monday-Friday during regular shipping hours (10am-3pm PST). Standard parts are shipped standard ground. Larger parts are shipped via LTL freight. If the customer chooses to expedite the shipment of an in-stock part, he or she is responsible for the associated variable fee. If a part is on backorder, it may not re-enter stock for 2.5-8 weeks. If a backorder part(s) is needed immediately the customer can request air shipment from our manufacturing facilities and will be responsible for variable international shipping rates. Air Shipped parts can require 1-3 weeks for production.

ATTENTION

Please contact ALLURE® WALK-IN TUBS if any items are missing, misplaced or defective, or if you have any questions or concerns with your product. We will be glad to assist you promptly.

You may contact one of our friendly and helpful representatives at 1-877-629-5503 Monday through Friday, from 8:00 AM to 5:00 PM, Pacific Standard Time. We will respond rapidly to provide a solution.

Thank you for your business and please enjoy your new Allure® Walk-In Bathtub!