



LIMITED WARRANTY STATEMENT

Thank you for your purchase and partnership!

Bestware is a leading provider of high-quality stainless steel commercial faucet solutions. Backed by proprietary technologies and years of industry experience, we operate as a fully integrated manufacturer with in-house R&D, production, and sales.

While our products are built to the highest standards, occasional issues may arise. If you encounter any problems, we ask for your patience and the opportunity to resolve them. We are committed to addressing all concerns promptly and professionally.

We understand that defects not only incur time and cost but also affect your experience with our brand. That's why we respond promptly and are committed to upholding your confidence in us. We appreciate your understanding and continued support.

LIMITED WARRANTY

Bestware Hardware Production Co., Ltd. (hereinafter "Bestware China") is honored to offer the following exclusive limited warranty. During the warranty period, Bestware China will provide, at its discretion, free replacement of defective parts and technical support to maintain a high-quality customer experience.

Please note that customers are responsible for all shipping costs related to warranty services. Bestware China reserves the right, based on its professional judgment as the manufacturer, to make the final determination and interpretation of warranty terms and their application.

WARRANTY ELIGIBILITY

This warranty is exclusively available to the original purchaser (B2B customers) and is non-transferable.

WARRANTY PERIOD

PRODUCT SERIES	PARTS	WARRANTY PERIOD (YEARS)
Sensor Series (Sensor Drinking Bubbler /Sensor Faucet)	Tap Body	10
	Handle	3
	Case of Solenoid or Battery	1
	Solenoid Valve Core	1
	Aerator	1
Stainless Steel Pre Rinse Faucet (American Style /European Style)	Tap Body	10
	Riser	5
	Finger Hook	5
	Wall Bracket	5
	Stainless Steel Handle	5
	Stainless Steel Valve Core	3
	Spout	2
	Spring	2
	Hose	1
	Spray Valve	1
Aerator	1	

PRODUCT SERIES	PARTS	WARRANTY PERIOD (YEARS)
Stainless Steel Pre Rinse Faucet (Affordable Luxury Style)	Tap Body	10
	Riser	5
	Finger Hook	5
	Wall Bracket	5
	Spout	2
	Spring	2
	Spray Valve	1
	Ceramic Valve Core	1
	Hose	1
	Zinc Handle	1
	Aerator	1
Stainless Steel Pre Rinse Faucet (Economy Style)	Tap Body	10
	Wall Bracket	5
	Finger Hook	5
	Riser	3
	Spout	2
	Spring	2
	Ceramic Valve Core	1
	Hose	1
	Spray Valve	1
	Stainless Steel Handle	1
	Aerator	1
Public Series (Manual Drinking Bubbler/Manual Bottle Filler/Metering Faucet)	Tap Body	10
	Stainless Steel Valve Core	3
	Spout	2
	Stainless Steel Handle	1
	Protective Guard	1
	Nozzle	1
Glass Rinser	Aerator	1
	Tap Body	1
	Water Drainage Net	1
Manual Faucet	Nozzle	1
	Tap Body	10
	Stainless Steel Handle	5
	Stainless Steel Valve Core	3
	Ceramic Valve Core	1
Laboratory Faucet	Aerator	1
	Tap Body	10
	Stainless Steel Handle	5
	Stainless Steel Valve Core	3

PRODUCT SERIES	PARTS	WARRANTY PERIOD (MONTHS)
Commercial Sparkling Water Dispenser Note: Warranty valid only with RO filtration	Tap Body	18 Months Free Replacement
	Chilling Unit	18 Months Free Replacement
	Heating Unit	18 Months Free Replacement
	Filter Cartridge	Customer's Replacement

WARRANTY CLAIM PROCESS

To request warranty service, please follow the steps below:

1. Contact Bestware China: Bestware Hardware Production Company Ltd.

Email: business@bestware-stainless.com | after-sales@bestware-stainless.com

2. Include the following necessary information in your email:

- Purchase (contract signing) date and installation date
- A copy of the original invoice (CI) with the purchase date
- Photos/videos of the defective parts and a description of the issue
- Provide product model number and description

EXCLUSIONS FROM WARRANTY

1. Damage Caused by Human Factors

- Damage due to abuse, negligence, or accidents.
- Failure caused by improper installation or maintenance.
- Use of the product in a manner contrary to the operating instructions.

2. Unauthorized Modifications and Repairs

- Products or components that have been modified, altered, or repaired without authorization from Bestware China.
- Secondary processing, modifications, or alterations made after purchase.

3. Damage Under Specific Conditions

- Defects caused by physical damage or exposure to corrosive materials.
- Damage resulting from environmental conditions (e.g., water quality, impurities, etc.).

4. Other Exclusions

- Not liable for any special or indirect costs, expenses, or damages incurred by the purchaser or any other users due to a breach of warranty, breach of contract, or any other cause.
- Not responsible for incidental or consequential damages.

Authorized Signature: 

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