CENVOU

Warranty Information

Prompt Support for Every Project



www.cenvou.com

© All Right Reserved • CENVOU

Document No.: CENVOU-QA-WAR-001

Revision: 1.0

Date of Issue: March 15, 2025

Applicable Products: Linear Floor Drains, Standard Floor Drains, Custom Floor Drains, and related bathroom hardware accessories.

Table of Contents

1. Introduction & Warranty Statement..... 04

2. Scope of Warranty..... 05

3. Warranty Period & Terms..... 06

4. Covered Components..... 07

5. Exclusions & Limitations..... 08

6. Surface Finish & Material Care..... 09

7. Limitation of Liability..... 10

8. Warranty Claim Procedure..... 11

9. Dispute Resolution..... 12

10. Support & Contact..... 13

01 |

Introduction & Warranty Statement

Thank you for choosing CENVOU bathroom hardware. We recognize that in premium residential and commercial projects, the reliability and longevity of drainage systems are paramount.

CENVOU is dedicated to delivering premium 304/201 stainless steel and brass drainage solutions. This warranty manual outlines the rights and responsibilities between CENVOU and its customers, providing a clear reference for both parties. Please note that this warranty applies exclusively to genuine products purchased through official CENVOU channels.

02 |

Scope of Warranty

This warranty policy applies to the following product lines manufactured and supplied under the CENVOU brand:

- Linear Floor Drains
- Standard Floor Drains
- Custom Floor Drains
- Related Bathroom Hardware Accessories: Including but not limited to anti-odor cores, silicone seals, leveling feet, and drain covers.

03 |

Warranty Period & Terms

CENVOU offers differentiated warranty periods based on product materials and component types. The warranty period commences from the date the customer receives the goods, as evidenced by the Bill of Lading date or receipt date.

3.1 Main Body

- Products made of 304 stainless steel or brass are covered by a 2-year limited warranty.
- Products made of 201 stainless steel are covered by a 1-year limited warranty.

3.2 Surface Finish

- Coatings including Gunmetal Grey, Matte Black, and Brushed Stainless Steel are covered by a 2-year limited warranty under normal usage conditions.

Note: 201 stainless steel finishes carry a 1-year warranty only.

3.3 Wearable Parts

- Consumable parts such as anti-odor cores, silicone seals, and strainers are covered by a 1-year warranty.

3.4 Customized Products (OEM/ODM)

- The warranty period for customized products shall adhere to the standards above, based on the materials and finishes selected by the customer.

04 |

Covered Components

During the warranty period, CENVOU will assume warranty responsibility if the following issues occur under normal installation and usage conditions:

- **Structural cracking or breakage** of the main body (excluding artificial damage).
- **Welding detachment** not caused by external forces.
- **Large-area blistering or peeling** of the surface finish (not caused by scratching).
- **Functional failure** of anti-odor cores, seals, and other consumable parts under normal use (e.g., leakage, odor prevention failure).

05 |

Exclusions & Limitations

This warranty does not apply to the following conditions:

- **Improper Installation:** Product damage or leakage caused by failure to follow CENVOU's installation instructions.
- **Misuse and Abuse:** Using the product for non-drainage purposes or extreme usage beyond its design limits.
- **Improper Cleaning and Maintenance:** Using strong acids, alkalis, or abrasive cleaners (e.g., steel wool, scouring powder) on the surface, causing coating peeling or scratches.
- **Normal Wear and Tear:** Normal wear, minor scratches, or natural fading after long-term use.
- **Third-Party Intervention:** Unauthorized disassembly, modification, or repair by non-authorized personnel.
- **Environmental Factors:** Damage caused by extreme environments (e.g., prolonged immersion in highly corrosive chemical liquids).
- **Force Majeure:** Damage caused by force majeure events such as earthquakes, floods, or fires.

06 |

Surface Finish & Material Care

- **Stainless Steel:** 304 stainless steel offers excellent corrosion resistance; however, regular rinsing and drying are recommended in high-salinity or high-chlorine environments. 201 stainless steel is more cost-effective but has relatively lower corrosion resistance, making it suitable for dry or well-ventilated indoor environments.

- **Brass:** Brass products may develop a natural patina (oxidation) after long-term use. This is a normal physical phenomenon and is not covered by the warranty.

- **Gunmetal/Black Coatings:** Avoid scratching the surface with sharp objects. Cleaning with mild soapy water and a soft cloth is recommended.

07 |

Limitation of Liability

- **Warranty Responsibility:** During the warranty period, if CENVOU's technical personnel confirm a product quality issue, CENVOU shall, at its sole discretion, either repair or replace the defective product with an equivalent model, or provide free replacement parts.

- **Limitation of Liability:** CENVOU's liability under this warranty is strictly limited to the repair or replacement of the product itself. CENVOU shall not be liable for any indirect losses caused by product failure, including but not limited to: labor costs, removal and reinstallation fees, project delay losses, loss of profits, and other consequential costs.

- **Final Interpretation:** The final interpretation right of this warranty policy is vested in CENVOU. CENVOU reserves the right to modify the warranty policy without prior notice.

08 |

Warranty Claim Procedure

To initiate a warranty claim, please follow these steps:

1. **Contact After-Sales:** Email us at support@cenvou.com with the subject line "Warranty Claim - [Your Order Number]".

2. **Provide Evidence:** Please attach proof of purchase, product model and quantity, clear photos/videos of the defect, and a brief description of the installation and usage.

3. **Evaluation and Processing:** Our after-sales team will complete the evaluation within 3-5 working days and provide a solution.

4. **Execution:** If confirmed as a warranty issue, CENVOU will arrange replacement parts or provide repair guidance. Shipping costs for replacement parts during the warranty period are borne by CENVOU (standard express only).

09 |

Dispute Resolution

- This warranty policy shall be governed by the laws of the People's Republic of China.
- Any disputes arising from or in connection with this warranty shall first be settled through friendly negotiation.
- If negotiation fails, either party may submit the dispute to the competent court at the location of CENVOU for litigation.

10 |

Support & Contact

CENVOU is committed to a customer-centric approach, with quality as our cornerstone. We hope this warranty statement provides you with complete peace of mind. Should you have any questions during installation or use, our technical team is always ready to assist you.

Thank you for your trust in CENVOU!

CENVOU After-Sales Service Center
Email: support@cenvou.com
WhatsApp: +86 181 2133 8657
Website: www.cenvou.com

CENVOU

© All Right Reserved • CENVOU