

GANGA

Redefining Bathing Experience



TERMS OF WARRANTY

- The product is warranted by Ganga Bath Fittings Limited (Formally Known As Ganga Plast Industries Limited) to be free of defects in material and workmanship for a period of 10 years from the Manufacturing date / Up To 6 Month From Manufacturing Date. during this period and under normal use, if the product is found to be of faulty manufacture, the same will be repaired or replaced upon proof of purchase, at our option, without charge either for part or labour.
- The warranty will be void and not valid, and Ganga Bath Fittings Limited (Formally Known As Ganga Plast Industries Limited) will have no liability if The product is not installed, operated and serviced in compliance with instructions and recommendations of Ganga Bath Fittings Limited (Formally Known As Ganga Plast Industries Limited) for trouble free fittings.
- PRODUCTS are not covered when not in use for a long period, or washrooms are closed for a long period without air circulation, thus spoiling external & internal parts.
- Problems arising from normal wear and tear, improper maintenance or improper use/application of product or components of the same or use of poor/bad quality of water.
- To ensure long-lasting performance and prevent internal damage to bath fittings, please maintain the following water quality standards:
TDS (Total Dissolved Solids) should be below 250 mg/L
Chlorine levels should be below 250 mg/L
High levels of TDS or chlorine can lead to corrosion, scaling, and reduced product lifespan, and may void the warranty if damage occurs due to poor water quality.

NOT COVERED IN WARRANTY:

- Damage due to falling of building materials, improper care, poor maintenance, foul odour, contaminated air or usage of harsh chemicals & cleaning agents, unfavourable environmental condition in areas where WATER-FIXTURES are installed or exposed to radiation will cause pitting, blackening & damage to Plated Parts.

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- The product has been installed and operated outside its designated plumbing conditions and parameters.
- Cleaning/ service of Aerators, Water Nozzles, Shower Nozzles, Spray Plates or External Plated/ Coated Parts.
- Warranty is not Applicable in Breakages & Damages.
- Normal wear and tear (e.g., scratches, fading over time)
- Natural wear and tear (aerators, washers, rubber seals, O-rings, etc.)
- This warranty does not cover damage to the chrome finish caused by improper cleaning practices, exposure to harsh chemicals (Acid, Phynile, Harpic, vinegar, etc...), or use of abrasive materials. Discoloration, scratches, or wear caused by misuse or poor water quality (e.g., hard water or high chlorine content) are also excluded.

WARRANTY TERMS – TOTAL 10 YEARS

GANGA BATH FITTINGS LIMITED (Formally Known As Ganga Plast Industries Limited) stands by the quality and reliability of every product we manufacture. We offer a comprehensive 10-year warranty structured as follows:

First 7 Years – Warranty

- Covers both parts and service.
- Applies to any manufacturing defect or functional failure under normal usage.
- Free replacement of faulty components and free service during this period.

Next 3 Years – Service Warranty Only

- Covers Plumber service only. (Parts Will Be Not Cover After 7 Year)
- Our technicians will provide service and repairs Product at free of labour charges.
- Replacement parts, if needed, will be charged as per actual cost.

Note: This Terms of Warranty Will Be Applicable After The Purchase From 1st June 2025.

SERVICE LIMITATIONS:

- Ganga Bath Fittings Limited (Formally Known As Ganga Plast Industries Limited) Service Providers will not be responsible & will not be able to provide service/ carry out repairs in case of inability to approach Main Water Valves or shut down water supply in the said bathroom/ washroom.
- Company will provide service/ repairs within reasonable time. However, for reasons beyond control, like unavailability of Service Technicians, spares or special tools required for service/ repair or any other reasons, Company shall not be responsible or be liable for any claim or compensation for the same.
- In case of replacement of Product/ Assemblies/ Parts, Company reserves the right to alter/ change product design/ material in view of improvements without prior notice & without any prejudice as per Product/ Parts in production or as per availability.
- Free service (under warranty) will be available within the municipal limits of the city where Ganga Bath Fittings Limited (Formally Known As Ganga Plast Industries Limited) has an authorized dealer / representative / franchisee; otherwise, visit charges, conveyance & other incidental charges, which will be intimated by the Ganga Bath Fittings Limited (Formally Known As Ganga Plast Industries Limited) Customer Care Team, are payable in advance by the customer.

Products	Warranty Period	Commercial Use
Ganga Faucets (c.p. products & pvd coated items)	10 year	3 years
Thermostatic diverter	1 year	1 year
Sensor faucets and other commercial products	1 year	1 year
Sensor, Electronic Circuits and Electrical Assemble	1 year	1 year
Battery for Sensor Faucets	Null	Null
Showers & Health Faucets	1 year	Null

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Customer Care No.: **+91 76000-58000**

Please call between 10 am to 7pm

customercare@gangabathfittings.com

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* TERMS & CONDITIONS APPLIED