



423 West Coal Creek Road
Cedar City, Utah 84721
www.FloFX.com

FloFX Limited Warranty

We are confident that our products will provide you with excellent performance and reliability. To ensure your complete satisfaction, we offer the following warranty coverage:

Warranty Coverage:

- FloFX Bond Flange Drains: We provide a limited lifetime warranty against defects in materials and workmanship under normal use and service. This warranty covers the replacement or repair of any defective drain bodies. Subject to the terms and conditions mentioned below.
- FloFX FFX Grates: Lifetime replacement warranty. This warranty covers manufacturing defects including surface finish, but does not include damage caused by excessive wear and tear beyond normal use including damage by chemicals, scratches and/or debris or harmful cleaners.

Warranty Terms and Conditions:

- The warranty period begins from the date of purchase.
- This warranty is applicable only to the original purchaser (original end user i.e. home owner) and is non-transferable.
- To be eligible for warranty, the products must have been installed and used in accordance with the provided installation guidelines, industry standards and product specifications.
- The warranty does not cover damage caused by negligence, misuse, accidents, acts of nature, or improper maintenance.
- The warranty does not cover any indirect or consequential damages arising from the use of our products.
- Any warranty claim must be supported by proof of purchase, such as an invoice or receipt.

Warranty Claim Process: DO NOT RETURN TO STORE

- In the event of a warranty claim, please contact our customer service department within the warranty period.

FloFX Customer Service:

Phone: 435-559-8821

Email: orders@flofx.com

Website: www.flofx.com/warranty

Limitation of Liability:

- In the event that a FloFX product is found to be defective:
- FloFX will pay for replacement of its own products and replacement of tile, grout and other required setting materials as well as a reasonable labor rate for the replacement installation, provided that FloFX will not pay for more square footage or area than in the original installation.
- In no event shall FloFX be liable for any damages that exceed beyond the area deemed to be defective.
- FloFX cannot guarantee or warrant an exact match to the specific tile or stone used in the original installation. Similar materials may be substituted if exact matches cannot be sourced due to discontinuation or lack of availability.

Please read this warranty document carefully and retain it for future reference. By using our products, you acknowledge that you have read, understood, and agreed to the terms and conditions outlined herein.

Plumbing Code Compliance:

FloFX is compliant with all major plumbing codes.

View our ICC product certificate at:

<https://icc-es.org/report-listing/pmg-1680/>

