

Web Warranty

Full Details & Claim Procedures

Webstone Company, Inc. warrants all of its products against defects in materials and workmanship for the life of the product. Normal wear and tear is not covered and is to be expected with all products over time. Wear and tear is generally accelerated by abnormal or extreme conditions of operation. Eligibility for this warranty is determined by the Webstone corporate office. To submit a product for review under this warranty, return the defective unit, warranty claim form, original end-user proof of purchase along with a brief description of defect, resulting damage (if any), and the valve's application to the address listed below. Webstone's decision in determining claim eligibility is final. If the product is deemed defective, an identical replacement product or its equivalent will be shipped to the claimant free of charge.

This warranty is extensive in that it covers replacement of all defective products or parts. LABOR CHARGES AND/OR DAMAGE INCURRED IN INSTALLATION, REPAIR, OR REPLACEMENT, AS WELL AS FREEZING OR ANY OTHER KIND OF LOSS OR DAMAGE ARE EXCLUDED FROM THIS WARRANTY. Proof of purchase (original sales receipt) from the original purchaser and the defective product must be presented to Webstone along with proof of professional installation for all warranty claims

In cases where a licensed contractor performed a proper professional installation of a Webstone ISO 9002 valve, the contractor may be eligible for a reimbursement of labor charges*. This reimbursement, not to exceed \$50.00 per occurrence, will be issued directly to the installing contractor in the form of merchandise credit for Webstone products. Documentation detailing the installation and replacement Webstone parts required, including time spent and hourly rate, must accompany the claim information required above.

*Application and operation of the defective product must have been in accordance with stated pressure ratings, fluid types, working and ambient temperatures.

IN ORDER TO PROTECT ALL PARTIES FROM LOST SHIPMENTS, PRODUCTS & DOCUMENTATIONS SHOULD BE SENT VIA A SECURE DELIVERY METHOD WITH PROOF OF RECEIPT, TO THE ADDRESS BELOW.

Webstone Company, Inc.
1 Appian Way
Worcester, MA. 01610
Attn: Web Warranty Claims