

**CERA**



**Kitchen Sinks**  
Warranty Card

Date of Purchase \_\_\_\_\_

Bill No. \_\_\_\_\_

Product Catalogue no	Product Description	Quantity
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Dealer's Name and Details \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Dealer's Signature \_\_\_\_\_

Dealer Stamp

Customer's Name and Details \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

We congratulate you for having chosen a CERA product & thank you for your continuing trust in us. CERA promises quality of product & service thus making your experience with the product delightful.

#### **Customer Responsibility & Maintenance:**

- Every product has limitations and in time may deteriorate from handling, cleaning or exposure to atmospheric conditions such as extreme climate, pollution and proximity to salt water, humidity and ultraviolet rays. Eventual tarnishing is therefore, not a defect, but a normal process, which is unavoidable. Proper care would ensure that these products last a longer period.
- Clean the sink at least once a week. When cleaning use mild soapy water and rub in the direction of the grain lines, rinse and towel dry.
- Drying is important to eliminate collection of lime scale, mineral deposits and calcium stack.
- Always rinse the sink after every use and wipe dry.
- Avoid use of cleaners & bleachers containing harmful chemicals and acid.
- Avoid prolonged contact with citric or high salt concentration food as it can lead to staining, pitting and corrosion of the sink.
- Steel wool / wired brushes / abrasive sponge pads are not recommended for cleaning as it leads to scratches and rusting on the sink.
- Do not use the sink drain board as a cutting or chopping board as it will leave scratches on the sink.
- Prolonged exposure to sunlight will lead the film coating to stick to the sink and may be difficult to remove later.
- Do not remove the film coating on the sink before installation to avoid scratches and damage during installation. Remove the film only after installation.
- Remove all traces of cement, mortar, lime, POP etc. used during installation as it can lead to surface rusting or pitting.

#### **Trouble Shooting, After-sales Services & Emergency Contact:**

- In case of any after sales query customer can contact CERA Care.  
If you are facing difficulty during installation, please contact CERA Care number mentioned herein.
- Buy CERA products from authorized CERA dealers/retailers only.
- CERA is not liable or shall not be responsible for any such damage or for improper installation.

### **Warranty:**

CERA stainless steel kitchen sinks are warranted against any manufacturing defects.

CERA will at its choice, replace or make appropriate adjustment where its inspection discloses any such defects occurring in normal usage as per terms mentioned. CERA is not responsible for installation costs or any consequential expenses.

To obtain warranty service, contact CERA either through your dealer or writing to CERA.

### **Warranty Terms:**

1. The warranty is applicable from the date of purchase.
2. The warranty applies to the buyer with original invoice / warranty card as a proof of purchase.
3. The installation and maintenance must be in accordance with CERA's instructions and damages caused by improper installation or improper maintenance would not be covered.
4. The warranty does not apply to any accessories that come along with the sink.
5. Normal wear of the product is excluded from this warranty.
6. Any replacement excludes transportation and any labor or re-installation cost.
7. Any product that has been repaired or altered in any manner outside CERA Care would void the warranty.
8. The warranty does not allow any recovery of loss due to any incidental or consequential damages.

### **Product:**

- Kitchen Sinks 304 grade stainless steel (Warranty: 10 years against any manufacturing defect for residential installation & 5 years against any manufacturing defect for commercial installation)
- Kitchen Sinks 202 grade stainless steel (Warranty: 1 year against any manufacturing defect for residential installation & 6 months against any manufacturing defect for commercial installation)

### **Exclusions:**

The warranty is not applicable for rubber parts. It is applicable only to the stainless steel parts.

# **CERA**

### **Cera Sanitaryware Limited**

Madhusudan House, Opp. Navrangpura Telephone Exchange, Navrangpura,  
Ahmedabad 380006 Tel: +91 79 26449781,26449789 Fax: +91 79 26569259  
Email: [marketing@cera-india.com](mailto:marketing@cera-india.com)

For customer care:

Toll Free: 1800 258 5500 | Email: [ceracare@cera-india.com](mailto:ceracare@cera-india.com)

Online: [www.cera-india.com/servicerequest](http://www.cera-india.com/servicerequest)