

RIGEL Warranty Policy (Residential Use – Singapore)

Effective from 1 October 2022

At **RIGEL**, we are committed to delivering enduring quality, precision engineering, and reliable performance. This warranty reflects our confidence in the materials, design, and craftsmanship behind every product created for your home.

1. Warranty Coverage

This warranty applies to all RIGEL products purchased for residential use in Singapore from October 2022 onwards. Coverage is valid only for the original purchaser and is non-transferable, for as long as the purchaser retains ownership of the property where the product is installed.

The warranty period commences from the date of delivery, as indicated on the official invoice. Proof of purchase (original invoice) is required for all warranty claims.

2. Scope of Warranty

RIGEL warrants its products against defects in material and workmanship under normal residential use. Normal residential use refers to usage within a non-commercial environment, installation in accordance with standard plumbing practices, and operation within recommended water pressure and water quality conditions.

Upon verification by a RIGEL-appointed specialist, RIGEL will, at its sole discretion, repair the product, replace defective components, or exchange the product for an equivalent model. Approved warranty services include complimentary workmanship and delivery, unless otherwise stated.

3. Product Warranty by Category

Ceramic Wares

RIGEL ceramic wares are engineered for long-term structural integrity and durability under everyday use. They are covered by a **limited lifetime warranty** against defects in material and structural performance under normal residential conditions. Verified defects will be rectified through repair, replacement, or exchange at RIGEL's discretion.

Cistern Mechanisms

RIGEL cistern mechanisms are designed for consistent flushing performance and operational reliability. They are covered by a **10-year warranty**, with complimentary service provided for the first three years. From the fourth to the tenth year, a service fee will apply for workmanship and transportation. Verified defects will be rectified in accordance with RIGEL's warranty service commitments.

Intelligent Toilets

RIGEL intelligent toilets integrate electronic and mechanical systems engineered for comfort, hygiene, and consistent performance under normal residential use. These products are covered by a **2-year comprehensive warranty** against defects in material and workmanship, including key functional and electronic components, subject to proper installation and operating conditions.

To ensure optimal performance and longevity, electronic components should be protected from direct water exposure beyond intended usage design, including contact with internal electrical parts. This warranty does not cover damage arising from abnormal exposure of internal electronic components to water due to improper installation, modification, or misuse.

Verified defects will be rectified through repair, replacement, or exchange at RIGEL's discretion.

Showers, Taps & Mixers

RIGEL showers, taps, and mixers are engineered for consistent water flow control and long-term functional performance, incorporating precision components for reliable everyday use.

They are covered by a **5-year warranty** against defects in material and workmanship under normal residential use, including performance-related issues such as leakage, dripping, and functional inconsistencies under proper operating conditions. Flexible hoses are covered for a period of 3 years.

This warranty applies where the product has been properly installed, operated within recommended water pressure conditions, and maintained using appropriate care methods.

This warranty does not cover wear of consumable components (such as seals, cartridges, and aerators), or damage arising from improper installation, misuse, water impurities, or unsuitable environmental conditions.

Verified defects will be rectified through repair, replacement, or exchange at RIGEL's discretion.

Kitchen Sinks

RIGEL kitchen sinks are designed for durability and long-term performance, supported by quality materials and precise manufacturing standards. They are covered by a **limited lifetime warranty** against defects in material and workmanship under normal residential use, including structural integrity under proper usage conditions.

This warranty applies where the product has been properly installed, used within normal kitchen conditions, and maintained using appropriate cleaning methods.

Upon verification of a manufacturing defect, a one-time one-to-one product exchange will be provided. This warranty does not cover scratches, dents, staining, or surface wear arising from normal use, or damage caused by improper installation, misuse, cleaning methods, water quality, or environmental conditions. Installation, removal, and associated incidental costs are also excluded.

All claims are subject to inspection and approval by a RIGEL-appointed specialist.

Vanity Cabinets

RIGEL vanity cabinets are engineered for structural stability and functional reliability in bathroom environments, supporting daily usage while maintaining consistent performance over time.

They are covered by a **3-year warranty** against defects in material and workmanship under normal residential use, including cabinet structure, assembly integrity, and functional components under proper usage conditions.

This warranty applies where the product has been properly installed, used within normal bathroom conditions, and maintained with appropriate care methods.

This warranty does not cover damage arising from excessive moisture exposure, improper installation, misuse, environmental conditions, or normal wear and tear, including surface ageing or cosmetic variations.

Verified defects will be rectified through repair, replacement, or exchange at RIGEL's discretion.

Bidet Sprayers & Seat Covers

RIGEL bidet sprayers and bidet seat covers are engineered for consistent water delivery and dependable performance under normal residential use.

They are covered by a **3-year warranty** against defects in material and workmanship, including leakage and functional performance under proper operating conditions. Flexible hoses are covered for 3 years.

Verified defects will be rectified through repair, replacement, or exchange at RIGEL's discretion.

PVD Finishes

RIGEL products with PVD finishes are engineered for long-lasting surface appearance under normal residential use. They are covered by a **5-year warranty** against discolouration arising from manufacturing defects.

Changes in appearance due to usage, environmental exposure, or external factors are not covered.

Bathroom Accessories

RIGEL bathroom accessories are designed for functional durability and everyday usability. They are covered by a **1-year warranty** against manufacturing defects in material and workmanship under normal residential use.

Approved claims will be fulfilled via a one-time product exchange, excluding dismantling and installation services.

4. Claims & Service Process

To facilitate assessment, customers are required to provide photos and/or videos clearly showing the issue, together with the original invoice, product model details, and contact information.

Claims may be submitted via:

- Email: service@rigel-group.com
- WhatsApp: 9298 6827

Our Customer Service team will respond within **1–3 working days** upon submission. All claims are subject to inspection and verification by a RIGEL-appointed specialist prior to approval.

5. Exchange Policy

Defects identified upon delivery must be reported within **7 days** from the date of delivery. For valid claims within this period, a one-time one-to-one exchange will be arranged.

Claims reported after this timeframe will be assessed under standard warranty terms. Products purchased from unauthorised sellers or distributors are not covered.

6. Exclusions

This warranty covers manufacturing defects only and does not extend to issues arising from improper installation, misuse, abuse, normal wear and tear, use of unsuitable cleaning agents, environmental or water conditions, or unauthorised modifications or repairs.

Where a claim falls outside warranty coverage, a minimum service fee of **S\$220 (excluding GST)** will apply.

7. Limitations of Liability

RIGEL shall not be liable for costs associated with removal, reinstallation, or reinstatement of surrounding materials, nor for any indirect or consequential damages, loss of use, or inconvenience.

8. Service Coverage

Warranty service is limited to Singapore only.

9. General Conditions

All warranty decisions are subject to final assessment by RIGEL. Replacement products may differ where models are discontinued but will be of equivalent function and value. RIGEL reserves the right to revise this policy without prior notice.