

Warranty

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What's covered under our one-year limited warranty, what isn't, and how to file a warranty claim on your getwatertech system or accessory.

Overview

Every getwatertech system and accessory is covered by a limited warranty against defects in materials and workmanship under normal use. This page explains what's covered, what isn't, and how to file a claim if something goes wrong.

What this covers

- **Water systems** — 1 year from the date of original purchase against defects in materials and workmanship.
- **Adapters, fittings, and accessories** — 1 year from the date of original purchase against manufacturing defects.
- **Replacement filters and membranes** — covered through the end of their rated service life when used and replaced as directed.
- **Original purchaser only** — this warranty is not transferable, and we may require proof of purchase to confirm a claim falls within the warranty period.

What this does not cover

This warranty does not cover:

1. Damage that occurs during shipment — transit damage is handled under our Shipping Policy at getwater.tech/policies/shipping and our Returns Policy at getwater.tech/policies/returns; report it within 48 hours of delivery.
2. Damage from improper installation, accidental damage, misuse, or failure to follow the product instructions.
3. Damage from modification of the product.
4. Normal wear of consumable parts (filter cartridges past their rated life, O-rings, tubing).

5. Damage from frozen lines, water hammer, or water pressure outside the system's rated operating range.
6. Cosmetic damage that does not affect function.
7. Products not purchased from getwatertech or an authorized reseller, or products after they have been resold or transferred by the original purchaser.

How to file a claim

To file a claim:

- **Locate your order number** — it appears in your order confirmation email.
- **Photograph the defect** — take a clear photo of the defect and of your setup.
- **Email us** — write to contact@getwater.tech with the subject "Warranty Claim," your order number, the photo, and a short description of the issue.

Our support team will respond within 2 business days with next steps. We may ask to inspect the product to confirm the issue is covered.

Returning a product under warranty

If we ask you to return the product, we'll provide a prepaid return label at no cost to you. Please ship it in its original packaging when possible, with all included accessories. If the claim is approved, we'll repair or replace the product — or, where appropriate, issue a refund. Replacement may be with the same or a similar product, at our option and based on availability.

Limitations

Repair, replacement, or refund of the original purchase price, at our discretion, is your exclusive remedy under this warranty. To the fullest extent permitted by law, we are not liable for indirect, incidental, special, or consequential damages, and any implied warranties are limited to the duration of this warranty. Some states do not allow these limitations, so they may not apply to you.

This warranty gives you specific legal rights, and you may also have other rights that vary from state to state.

Questions

For any questions about coverage or starting a claim, see our Contact page at getwater.tech/contact or email us at **contact@getwater.tech**.