

Product Warranties

Activate your warranty by registering your Native Trails product at nativetrailshome.com/register (<https://nativetrailshome.com/register/>).

For warranty claims, please contact warranty@nativetrailshome.com. Proof of purchase from authorized dealer is required. Warranties are non-transferable and do not apply to products purchased for display purposes or sold "as is". Warranty is valid for residential use only.

The Native Trails product warranty gives the purchaser specific legal rights; other rights will vary from state to state. Refer to the care instructions for proper maintenance of products; improper care or modifications of products will void warranty.

In no event shall Native Trails be liable for any damage to or caused by the products during or after installation. Native Trails is not responsible for labor, installation charges or any other expenses associated with the defective product. Our sole responsibility is defective product replacement, exchange, or repair materials.

Variations in dimensions, textures and finishes are inherent in our handcrafted products and are not considered defects. Gloss reduction, scratching, chipping, denting, staining, and acid or alkaline etching of the finish over time due to use, cleaning practices or water or atmospheric conditions, are not manufacturing defects but are indicative of normal aging. **Finishes and sealers are not covered by our product warranties**, unless otherwise stated as in the case of nickel finish sinks and bathtubs. Native Trails is not liable for any damages resulting from actions or poor maintenance by the customer.

Click [HERE \(https://nativetrailshome.com/wp-content/uploads/Documents/Native-Trails-Product-Warranty-2025.pdf\)](https://nativetrailshome.com/wp-content/uploads/Documents/Native-Trails-Product-Warranty-2025.pdf) to download or print

ADDITIONAL WARRANTY DETAIL BY PRODUCT TYPE/USE

Limited Lifetime Warranty on Copper, Murano Glass, and Precious Metals Sinks and Bathtubs, along with Steel and Wood Mirrors and Bath Furniture: Native Trails warrants that specified sinks and tubs, as well as our mirrors and bath furniture shall be free from defects in workmanship or materials as long as the original purchaser owns them.

Nickel Finish Sinks and Bathtubs: Native Trails additionally warrants that the nickel finish on our Brushed and Polished Nickel sinks and tubs shall be free from defects in workmanship or materials for ten years from the purchase date, when purchased through an authorized Native Trails dealer for residential use only and maintained properly as noted in the care instructions.

NativeStone Products: Native Trails warrants that our NativeStone products shall be free from structural defects for five years from date of purchase. Hairline cracks, finish related issues, and sealer wear & tear are not considered structural defects. Warranty will be invalidated if concrete surface is not maintained as indicated in the NativeStone Care & Cleaning guide, including periodic resealing with NativeStone Shield as recommended.

Drains, Strainers, Traps, & Grids: Native Trails sink and tub accessories (drains, strainers, traps, and grids) are warranted to be free from defects in workmanship or materials for one year from date of purchase.

Commercial Warranty: For Native Trails products that are used or installed in a commercial or hospitality setting, Native Trails warrants the product to be free from defects in material and workmanship for one (1) year from the date the product is installed. There is no warranty on copper finishes or NativeStone/Precious Metal sealer which will wear uniquely depending on use, maintenance and installation location.

Custom Products: Custom products have a different warranty, typically one year, which is specified in the Custom Agreement. Custom Products (any product with an item number that starts with SPO) are covered by a 12-month warranty from the date of purchase, unless stated otherwise in the specific Custom Agreement.

Email Updates

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This company meets the highest standards of social and environmental impact

