

# TERMS & CONDITIONS FOR PRODUCT GUARANTEE

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## THIS GUARANTEE IS IN ADDITION TO YOUR STATUTORY RIGHTS AND IS SUBJECT TO THE FOLLOWING CONDITIONS:

- The guarantee applies solely to the original installation under normal use and to the original purchaser only. The product must be installed and maintained in accordance with the instructions given in this guide.
- Servicing must only be undertaken by us or our appointed representative. Note! If a service visit is required the product must be fully installed and connected to services.
- Repair under this guarantee does not extend the original expiry date. The guarantee on any replacement parts or product ends at the original expiry date.
- For shower fittings or consumable items we reserve the right to supply replacement parts only.

## THE GUARANTEE DOES NOT COVER:

- Call out charges for non-product faults (such as damage or performance issues arising from incorrect installation, improper use, inappropriate cleaning, lack of maintenance, build-up of limescale, frost damage, chemical attack, corrosion, system debris or blocked filters) or where no fault has been found with the product.
- Water or electrical supply, waste and isolation issues.
- Compensation for loss of use of the product or consequential loss or indirect loss of any kind.
- Damage or defects caused if the product is repaired or modified by persons not authorised by us or our appointed representative.
- Routine maintenance or replacement parts to comply with the requirements of the TMV2 or TMV3 healthcare schemes.
- Accidental or wilful damage.
- Products purchased ex-showroom display.