

# THE GUARANTEE



## TERMS AND CONDITIONS (UK ONLY)

Please keep this safe with your proof of purchase

1. The guarantee must be validated with original proof of purchase.
2. The guarantee is solely valid for the original purchaser and cannot be transferred. Proof of purchase must be retained, showing date and place of purchase. The benefit of the guarantee cannot be transferred to a third party.
3. This guarantee covers normal domestic (home) use only.
4. The guarantee is only applicable to products purchased and installed in the UK.
5. If the product is defective in materials or manufacture, the original customer must contact the place of purchase within 30 days of the fault occurring. We reserve the right to inspect the product before removal or repair. If necessary, we must be provided with those facilities we reasonably require to carry out a proper inspection.
6. If a fault cannot be resolved, the product should be returned and at our discretion we will either refund the purchase price or send new goods to you as a replacement. This shall constitute our sole obligation under this guarantee.
7. With a policy of continuous improvement, product changes may give rise to alternative products. Where an identical product is no longer available, we will supply the nearest equivalent from the range.
8. If a claim is made under guarantee and the defect is not due to faulty materials or manufacture, we reserve the right to charge the customer for time spent by an engineer at the current hourly rate and for any replacement parts.
9. The liability of this guarantee is limited to the product itself and no claim for consequential losses will be accepted
10. The guarantee does not cover ex-display products.
11. This guarantee does not affect your statutory rights.
12. E&OE.

## EXCLUSIONS

The product guarantee does not cover damage or defects caused by: -

1. Incorrect / poor installation.
2. Accidental misuse or wilful abuse.
3. Non consumer use.
4. Failure to install or use the product in accordance with instructions.
5. Failure to install following good plumbing practice or legislation/local Bywater laws.
6. Moving parts, which are likely to perish or wear over time under normal usage (such as rubber seals, valves, cartridges valves).
7. Poor service / maintenance practice.



8. Damage caused by inappropriate cleaning products.
9. Damage to property as a result of product not being suitably commissioned and tested.
10. General wear and tear.
11. Failure due to installation conditions such as the presence of hard/aggressive water supplies, water borne debris.
12. Use of product for any purpose other than intended.
13. Any modification from original form.
14. Damage to any surface or finish due to standing water or inadequate room ventilation.

## HOW TO CLAIM

The original purchaser must first contact your place of purchase. If the condition is deemed to be covered under warranty, they will contact us with a view to supplying any necessary replacement part. Please contact [sales@barwick.co.uk](mailto:sales@barwick.co.uk) or visit [www.barwick.co.uk](http://www.barwick.co.uk) for further information.

## Sanitaryware/seats/cistern fittings

- Sanitaryware is guaranteed for 20 years against manufacturing defects.
- Cistern Fixed parts are guaranteed for 10 years against manufacturing defects.
- Cistern Working parts are guaranteed for 2 years against manufacturing defects.
- Toilet Seats are guaranteed for 5 years against manufacturing defects.

## Furniture

- Furniture is guaranteed for 10 years against manufacturing defects.

## Taps, Showers, Mixers and Wastes

- Taps and mixers are guaranteed for 10 years against manufacturing defects.
- For special finish brassware (black, brushed brass, gunmetal and brushed bronze finishes) the finish itself is guaranteed for 12 months against manufacturing defects.
- Wastes are guaranteed for 12 months against manufacturing defects.
- Serviceable parts (e.g. handles, base plates, hoses 'o' rings, diverters, filters and shower hoses, shower handsets) are guaranteed for 12 months against manufacturing defects.
- Cartridges are guaranteed for 3 years against manufacturing defects.

## Accessories



- Accessories are guaranteed for 10 years against manufacturing defects.
- For special finish accessories (black finish) the finish itself is guaranteed for 12 months against manufacturing defects.
- Serviceable or removable parts (e.g. soap dispenser units, tumblers) are guaranteed for 12 months against manufacturing defects.

## Acrylic Baths

- Acrylic baths are guaranteed for 25 years against manufacturing defects.

## Freestanding Baths

- Freestanding baths are guaranteed for 5 years against manufacturing defects.

## Shower Screens

- Shower Screens possess a lifetime guaranteed against manufacturing defects.
- Due to the nature of toughened safety glass, should a glass smash occur, under any circumstances, either during or after installation, this occurrence will not be treated as a defect and does not fall within the guarantee. All of our glass is manufactured to EN 12150 by certificated suppliers.



