

PRODUCT WARRANTY

Any product that is found to be defective due to substandard materials and/or workmanship within the below mentioned years of purchase, will be replaced. To make a claim under this warranty, contact the store where you purchased your product.

15 years	Heated towel rails (Designer Square, Manhattan Curved Round, Platino Rectangular, Single bars Round and Square, Ensuite Round, Premium Round and Square, Executive Round and Square)
10 years	Bathroom Heaters Whisper & Agate
5 years	Heated Towel Rails Jersey Round and Square
	Jaguar Range MS7 Black, ER6 Black, PSS Black, PSG Black, Single bars – round and square black Tranquillity round & square black accessories
	Accessories Tranquillity Round, Tranquillity Square, Hermes Round and March Square
	Channel drains – all styles and sizes
	Point drains – all styles
2 years	Aluminium framed mirrors
	Mirror demisters
	MLD heated mirrors
	Moderno Carbon Infrared Heaters – standard and mini
	Stools

Your claim will be assessed based on the information you provide. You will be required to return the defective product for assessment at your cost. This warranty does not cover any installation or removal costs. The benefits given by this warranty are additional to other rights and remedies that you may have under laws relating to our products.

Our goods come with guarantees that cannot be excluded under the New Zealand/Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

- The warranty does not extend to any consequential loss, damage, misuse, neglect, alteration or incorrect installation.
- Items that have been cleaned with anything other than a stainless steel cleaner, will not be replaced.
- Attach your proof of purchase and keep in a safe place with this warranty form. You must have your proof of purchase for your warranty to be valid.