

## RESIDENTIAL GUARANTEE - TERMS AND CONDITIONS

To demonstrate our confidence in the quality and reliability our products, all Victoria + Albert products are guaranteed. Victoria + Albert Baths guarantees our products to be free of defects in material and workmanship during use by the original purchaser for a period of 25 years, from date of purchase.

Subject to the terms contained herein, Victoria + Albert Baths will, at its discretion, repair or replace a defective product, or refund the purchase price. In no event shall the Seller's liability under this warranty exceed the cost of repair or replacement of the product or the purchase price of the product. Special finish feet, waste kits, taps, showers and accessories are not covered under this guarantee.

The guarantee does not extend to:

- damage caused by cleaning, maintenance, or installation performed other than strictly in accordance with the information contained in the Fitting Instructions;
- damage caused by the use of strong chemicals;
- gloss reduction, scratching, or staining of the finish over time due to water impurities or atmospheric conditions;
- damage due to installation error, product neglect, misuse, or abuse, accident, or negligence, whether caused by the purchaser, a contractor, or a service provider, or any other cause beyond the control of Victoria + Albert Baths.

The company will replace or repair the defective product subject to the following conditions:

- Claim is made in writing to head office within 10 days of the problem being apparent;
- The product has been used in the manner that it was intended, this protection does not apply to any products that have been misused in any way;
- The product must have been installed and cared for in line with our fitting instructions and local water bylaws\*.

*(See Fitting Instructions for proper cleaning, maintenance, and installation information.)*

**To file a claim**, contact Victoria + Albert Baths through your dealer or by writing to Victoria & Albert (PTY) Ltd, Attn.: Customer Service, PO Box 5055, Worcester, 6849. RSA. Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the model name and number and colour finish of the product, and the date and place of purchase. Also include your original invoice. In order to assess any claim, we may have to inspect the product as installed before removal and must be provided with access to the product upon request.

Except as provided herein, seller makes no guarantee of any kind, express or implied, with respect to the product, its merchantability, or fitness for a particular purpose. Seller shall not be responsible for any indirect, incidental, or consequential damages resulting from the delivery, installation, or use of the product.

*\* Only Victoria + Albert® waste kits, feet/plinths should be used in installation. Use of other materials will invalidate this guarantee. Your guarantee will be invalidated if you do not follow our fitting instructions. This guarantee does not affect your statutory rights.*

Before installing please take a moment to read the fitting instructions. For advice please call +44 (0)1952 221 100 or email [info@vandabaths.com](mailto:info@vandabaths.com).