



General Bathroom Product Lifetime Guarantee

Terms & Conditions – (UK & Eire only)

The lifetime guarantee is available to customers who complete the Harrogate Guarantee Registration Form Online within 30 Days of installation. Please visit our website www.harrogatecollection.com/guarantee to complete this form.

Harrogate products are made using the highest quality materials, we strive to ensure all our products meet or exceed U.K & European industry standards. With correct installation and care our products will give many years of service.

To meet the criteria of our guarantee please ensure all relevant Building regulations are observed and the products are used for their intended purpose. Where applicable follow installation instructions provided.

The guarantee covers manufacturing or material defects. In the event of a failure within the guarantee period, a free replacement or replacement part will be supplied. Liability is limited to the product and does not cover damage during installation or consequential loss.

We constantly work to improve our products, in some cases a product may become obsolete, if this occurs, we will offer the closest alternative in event of a failure under the guarantee.

Normal wear and tear, lime scale, and chemicals used during cleaning can cause damage and deterioration and this is not covered by the guarantee. Products should always be used in the way they are intended and not misused or abused.

We will not accept any claims for replacement if the product has been modified in any way other than shown within in the installation instructions.

Moving parts or parts which are likely to perish or wear over time with normal usage (such as rubber seals, ceramic disc valves, mixer cartridges and thermostatic valves) are not cover by our lifetime guarantee and are subject to a 1-year warranty. Beyond the warranty period these parts may be available for purchase.

All furniture is water resistant, and not waterproof, all care must be taken to avoid water ingress. Do not place within an area which may be subject to flooding (e.g., wet room environment). Any spillage must be immediately removed, under no circumstance should standing water be left. The room must be adequately ventilated to building regulations.

Cleaning

We recommend all products should be cleaned with a soft damp cloth with warm PH neutral soapy water only. The product must then be rinsed with clean water to dilute any soap, then polished and dried using a soft dry cloth, after every use.

How to claim under our guarantee

For products under 1-year old you must first contact your place of purchase.

For products more than 1-year please contact us directly with your proof of purchase. We will endeavour to supply the replacement part / parts required, subject to exclusions. E&OE.



Conditions of all guarantees

1. The guarantee applies to products purchased and installed within the U.K & Eire
2. All products must be installed by qualified professionals and evidence of this will need to be provided to support any claim
3. Proof of purchase is required to support a claim
4. The product must be available for our inspection and should not be removed or destroyed without our consent. We may also request photographic evidence.
5. The product must be installed, cleaned, and used in accordance with our instructions and installed in line with good plumbing and electrical fitting practice e.g. flushing pipework before installation.
6. Some products are hand finished and may have minor imperfections. Furniture and some metallic finishes may be subject to colour change over time due to either natural ageing or the impact of direct sunlight. This is not considered to be a product failure, associated claims for damage will not be accepted.
7. Claims for damage caused by water ingress will not be accepted if the product is not properly maintained.
8. Claims for products not performing due to insufficient water pressure will not be accepted, all our brassware requires a minimum 0.5bar working pressure unless otherwise stated.
9. If a product is faulty due to a manufacturing or materials failure we will at our discretion, (a) repair, (b) supply a replacement product, (c) provide suitable part free of charge, or (d) refund at purchase price.
10. We will not be liable for the replacement of other products within the room as a result of any Harrogate Collection product replacement. We will also not be liable for the removal or damage of any other product while gaining access to the faulty product.
11. If a product is no longer in manufacture and we cannot supply the identical product, or suitable component, we will offer to replace with the nearest product from our range.
12. We may offer a site visit if deemed necessary, however a deposit will be taken in advance in the case the visit reveals the product not to be at fault.
13. The guarantee is in addition to, and does not affect, your statutory rights

Exclusions

1. Damage caused by lime scale, mildew, chemicals, or inappropriate cleaning
2. Consequential damage
3. Glass breakage after installation
4. Product modification
5. Foxing of mirrors
6. If you are painting your own unit, the paint finish would not be covered under our guarantee, speak to the painter to see if they provide a third-party guarantee.
7. The freestanding bath paint finish (excluding gloss white) is only guaranteed for 12 months.