

LONG TERM WARRANTY CONDITIONS

1. The warranty is the distributor's, namely Wetrooms Design Ltd. company, pledge to repair free of charge physical defects of the product. The warranty period, 10 years, is counted from the date of purchase indicated on the invoice or receipt.
2. The Seller guarantees that the purchased product was manufactured in accordance with the approved design, has the properties specified in the product data sheet and is free of defects, has technical parameters specified for this type of product and meets the standards set out in the Declaration of Conformity.
3. Proof of purchase - invoice, receipt must be provided to receive warranty service.
4. The warranty is granted to a person/company indicated on the invoice.
5. The present warranty will not cover the products damaged as a result of:
 - improper handling or operation and maintenance outside the product's specifications,
 - mechanical damage to the product after purchase, during transportation or storage,
 - installation contrary to the installation instructions recommended by the manufacturer, an attempt to make technical change or an attempt to interfere with the structure and integrity of the product after its purchase, as well as use of the product after stating its malfunction.
 - using chemical agents not covered by the resistance for the material bearing 0H18N9/0H18N10 symbol pursuant to the European Standards EN10088-1, EN10088-2, EN10088-3,
 - damage caused by fortuitous events and natural disasters.
6. The warranty applies to the product purchased and does not include the right to seek reimbursement or payment for the damages caused by malfunction of the product, which can be settled only through the court pursuant to the relevant applicable law.
7. Wetrooms Design Ltd. company undertakes to consider the warranty claim within 14 working days after its registration.
8. Should the claim be accepted, the Seller will replace the entire product or its defective part within 14 working days from accepting the claim. The decision of which option to choose lies with the manufacturer and does not require the consent of the claimant.
9. Any warranty claims must be made by the Buyer of the product directly with the company.