



## 10 Year Guarantee Terms & Conditions (UK & Eire only)

(Please keep this information safe along with your proof of purchase)

1. The 10 year guarantee is available to customers who complete and return the April Guarantee Registration Form within 30 days of installation.
2. Once product assembly/installation has commenced glass breakage cannot be claimed for under this guarantee.
3. Proof of purchase showing the date and place of purchase must be retained by the customer as the guarantee is only available to the original purchasing customer. The benefit of the guarantee cannot be transferred to a third party. Please keep your proof of purchase safe along with this Guarantee Terms & Conditions information.
4. The guarantee only applies to products purchased and installed in the United Kingdom.
5. The Guarantee covers the product against defects in materials or manufacture only.
6. Before installation is carried out the customer must inspect the product for obvious defects. A claim will not be accepted if an obvious defect is found after installation.
7. This guarantee covers normal domestic use only.
8. This guarantee does not apply to any faults caused by wilful damage, neglect, misuse (including inappropriate cleaning\*), failure to follow recommended instructions, use in abnormal conditions, accidental breakage and other events outside of the manufacturer's control. \*See April's aftercare and cleaning instructions below.
9. The guarantee does not cover any product that has been modified, altered, transformed or relocated in any way. The Guarantee will be valid only if all April installation, care and maintenance instructions have been adhered to.
10. If the product is defective in materials or manufacture the original customer must contact the April customer services department within 30 days of the fault occurring. We reserve the right to inspect the product before removal or repair. We must be provided with those facilities we reasonably require to carry out a proper inspection. If a replacement product or repair is necessary, we reserve the right to replace the product or carry out the repair using our own service engineers.
11. If the fault is not resolved, the product should be returned to April 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.
12. As our policy is one 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 our current range.
13. If a claim is made under the guarantee and the defect is not due to faulty materials or manufacture, April reserve the right to charge the customer for time spent by the engineer at the current hourly rate and for any replacement parts.
14. The guarantee does not cover ex-display units.
15. The guarantee is in addition to and does not affect your statutory rights.

### Cleaning Instructions

- It is important to clean your April shower enclosure after every use. Please wipe down all the glass and metal parts with a clean soft cloth.
- Ensure that all residual water on the glass is removed after every use.
- Do not allow lime scale to build on your April enclosure.
- Clean the glass regularly with soapy water.
- Do not use abrasive products on any surface.
- Install your enclosure in a well ventilated area.

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#### APRIL PRODUCTS

Snaygill Industrial Estate, Keighley Road, Skipton, West Yorkshire Tel: 0845 076 0235 Fax: 0845 076 0236  
Registered in England No. 2295824 VAT No. GB 607 2884 30



## 10 Year Guarantee Registration Form

Thank you for purchasing your April shower enclosure.

Please complete and return this Guarantee Registration Form within 30 days of installation to qualify for your 10 Year Guarantee.

It is due to our confidence in the quality and reliability of our products that permits us to guarantee our products for 10 years from the date of purchase.

In the very unlikely event of a product failure we offer a free replacement part or replacement product. If the product should fail we will replace the fitting at our discretion.

Once your products are successfully installed and are working well please ensure you return this Guarantee Registration Form. For our Terms & Conditions please see our separate information sheet enclosed.

### 1. Customer Details:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Town: \_\_\_\_\_

County: \_\_\_\_\_ Postcode: \_\_\_\_\_

### 2. Retailer Details:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

Town: \_\_\_\_\_

County: \_\_\_\_\_ Postcode: \_\_\_\_\_

Purchase Date: \_\_\_\_\_

### 3. Product Details:

Model: \_\_\_\_\_

Size: \_\_\_\_\_ Quantity: \_\_\_\_\_

### 4. Fitting Details:

Purchase Date: \_\_\_\_\_

Installation Date: \_\_\_\_\_

PTO

Was the product inspected prior to installation? YES  NO

Inspected By: \_\_\_\_\_

Who fitted your April product?

Yourself  Plumber (employed by yourself)   
Retailer

5. How much did you pay for your April product? \_\_\_\_\_

6. How much did you spend in total on your bathroom?

Less than £250   
£251 - £400   
£401 - £600   
£601 - £800   
£801 - £1000   
£1000 +

7. Which best describes your reason for purchasing?

Moved house   
Needed to replace/modernise   
Wanted a change   
Other (please specify) \_\_\_\_\_

8. Why did you choose April?

Value for money   
Quality of product   
Retailer Service   
Recommendation   
Other (please specify) \_\_\_\_\_

9. How old is your home?

Up to 5 years   
6 -20 years   
21-50 years   
51-100   
100+

Thank you for taking the time to complete this form. Please return completed to:

**APRIL PRODUCTS**  
Snaygill Industrial Estate, Keighley Road, Skipton, West Yorkshire, BD23 2QR

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