



Shower Tray Lifetime Guarantee Terms & Conditions (UK & Eire only)

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

- 1.** The lifetime guarantee is available to customers who complete and return the April Guarantee Registration Form within 30 days of installation.
- 2.** 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.
- 3.** The guarantee only applies to products purchased and installed in the United Kingdom.
- 4.** The Guarantee covers the product against defects in materials or manufacture only and does not apply to normal wear and tear.
- 5.** 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.
- 6.** This guarantee covers normal domestic use only.
- 7.** This guarantee does not apply to any faults caused by wilful damage, neglect, misuse, failure to follow recommended instructions, use in abnormal conditions, accidental breakage and other events outside of the manufacturer's control.
- 8.** 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.
- 9.** 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.
- 10.** 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.
- 11.** 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.
- 12.** 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.
- 13.** The guarantee does not cover ex-display units.
- 14.** The guarantee is in addition to and does not affect your statutory rights.