



Shaws Product Warranty

Shaws branded fireclay sinks carry a 25-year warranty against manufacturing defects from the initial purchase date. Exceptions for specific products are outlined below.

Shaws fireclay sinks are hand-crafted, and every sink is unique. The following items are considered part of the character of a hand-crafted product: -

- There is a normal manufacturing tolerance of +/- 2%.
- Variation in the straightness of the sides.
- Variation in glaze finishes including “crazing” see further explanation at the end of the document.
- Shaws sinks are designed to have flat bottoms which may result in slow drainage.

The contractual and / or statutory rights of the end consumer against Shaws, the product’s manufacturer, shall not be affected by this warranty.

Length of Warranty:

The warranty limitations below apply to products installed in *domestic* settings only.

Product	Warranty
Shaws Fireclay Kitchen Sinks	25 years warranty on any manufacturing defects*
Gallery Sinks	25 years warranty on any manufacturing defects*, 2 years on exterior decorative artwork
Bathroom Sinks	25 years warranty on any manufacturing defects*
Kitchen & Bathroom accessories All working parts both metal and plastic.	1-year (excluding finish)
Kitchen Wire Sink Grids	1-year (excluding finish)

The warranty limitations below apply to products installed in *commercial* settings only.

Product	Warranty
Commercial Sinks	10 years warranty against fading and staining and 1 year against manufacturing defects as standard

***Please note that any product from the Kitchen, Gallery or Bathroom sinks range used in a commercial application is provided with a 10-year warranty.**

Warranty Terms & Conditions

- Proof of Purchase is required to make a claim under the Shaws warranty policy.
- Replacement products/parts will only be covered for the remaining duration of the warranty from the original purchase date.
- The product should be installed in accordance with the installation guide provided. Failure to do so may invalidate the warranty.
- Shaws branded products are supplied with a manufacturer's warranty. If a defect attributable to faulty design, manufacturing, materials, or workmanship should arise during the warranty period, the product will be repaired or replaced following Shaws discretion, free of charge.
- Replacement products will only be offered following the relevant troubleshooting / technical discussions with the Customer Service team.
- Should a defective product no longer be manufactured at the time of the warranty claim, Shaws will provide a similar product. Following receipt of the replacement, Shaws may request that the defective be returned to Shaws.
- The liability of Shaws shall not exceed the purchase price of the product.
- Shaws has the right to inspect the sink & so employees (or their representatives) shall be allowed access to do this – with reasonable notice.

What is not covered:

- ***The warranty does not cover any labour/plumbing costs and/or any damages caused during first installation, the repair, or the replacement, accidental or collateral damages.***
- Access, installation, re-installation, removal charges and transport costs.
- Personal additional costs incurred i.e., loss of earnings due to time taken off work, cost of phone calls.
- Faults because of installation where the manufacturer's instructions have not been followed.
- All problems resulting from improper care or use of inappropriate or chemical-based cleaning products. Please refer to our care & maintenance guide.
- Damages caused by hard water, lime deposits or sediments.
- Damages caused to waste kits due to harsh chemicals or sharp metal objects that cause scratches and/or lead to the removal of the finish.
- Products that have been adapted, modified, or repaired unless previously approved by Shaws.
- If the product was purchased from a retailer as ex display.
- Products purchased through private sellers on auction sites or second-hand websites, acquired through a house sale or gifted.
- Products installed in an outside environment.
- If the defect is attributable to wilful or negligent damage to the product by the end consumer or a third party.
- A sink which is moved from the original location to a new or separate residence.

Warranty Claims & Support

Warranty claims will only be supported with a copy of the consumers proof of purchase (invoice), which clearly states the full purchase date, product details and the name and address of the buyer and seller. Quotations will not be accepted.

Claims shall only be honoured if the product is properly installed, maintained, and operated as outlined in the Shaws installation guide, which must always be observed.

To make a claim under the Shaws Warranty, the product must be regularly and properly cleaned and cared for in accordance with the care instructions and operated in accordance with the instructions.

The care & maintenance instructions can be found on the support section of the House of Rohl website

<https://houseofrohl.design/en-gb/house-of-rohl-support/shaws-support/>

All warranty claims and any questions relating to maintenance and care, please contact customer service team on +44 (0) 333 800 0011, or alternatively via our website

<https://houseofrohl.design/en-gb/contact-us/>

*Definition of “crazing”

“Crazing is due to a thermal expansion mismatch between the clay body and glaze coating. As the sink is heated and cooled it expands and contracts. Therefore, if the coating and clay body do not shrink at similar rates on cooling, the clay will impart stresses - the result is a hairline fracture in the glaze coating, commonly known as “crazing”

Crazing is a relatively rare phenomenon that can happen to any ceramic sink. No manufacturer has yet developed a technique to eliminate it. Shaws sinks are fired at a hotter temperature and for longer to produce a highly durable ceramic with a very tough finish. Our processes will not eliminate any potential crazing, but the incidence is very low.

Crazing does not affect the sink’s performance, and some customers feel that this is part of the personality of their sink.

The information contained within this document supersedes any other documentation.