

## Brassware Warranty

### Perrin & Rowe Manufacturer’s Product Warranty:

Perrin & Rowe products carry a 25-year warranty on the main brass body from the initial and original purchase date, against all manufacturing defects. Exceptions for specific products and finishes are outlined below.

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

### Product Registration

Registering your product not only ensures you are covered by our warranty, but also gives you quick and easy access to our dedicated UK product experts in Customer Service to answer your queries. You can register your product on our website.

### Length of Warranty:

The warranty limitations below apply to products installed in an internal domestic setting only.

Parts	Warranty
Showers	25-year warranty on any manufacturing defects. (Excluding finish)
Tap Body	25-year warranty on any manufacturing defects. (Excluding finish)
All working parts – Rubber seals, mechanical parts, both metal and plastic.	5-year warranty. (As part of the original product purchase date and excluding finish).
Kitchen & Bathroom accessories – All working parts both metal and plastic.	5-year warranty. (Excluding finish)
Sanitaryware	5-year warranty. (Excluding finish)
Stainless steel sinks	2-year warranty.
Instant Hot Tap – <b>Tank only</b>	3-year warranty, providing a certified P&R filter cartridge has been replaced every six months.

<b>Finish</b>	<b>Warranty</b>
Polished Chrome	10-year warranty.
Gold, English Bronze, Nickel, Pewter	5-year warranty.
<b>Unlacquered 'LIVING' Finishes</b> Polished Brass, Satin Brass, Aged Brass	<b>No warranty</b> is offered on unlacquered living finishes as they are designed to patina over time.  (The warranty only applies to working parts and if the main brass body has a casting defect) - NOT THE FINISH.
<b>Replacement Filters</b>	
P&R Certified Instant Hot Tap and Cold Filter Tap cartridges can be purchased through your local agency.	

**Please note that any product used in a non-domestic application is provided with a 2-year warranty on the finish, except for the 'Living' finishes; Polished Brass, Satin Brass & Aged Brass, as described above. The warranty offering on the main brass body and working parts remains the same.**

## **Warranty Terms & Conditions**

1. The warranty applies to products installed outside the United Kingdom and Ireland.
2. Proof of Purchase is required to make a claim under the P&R warranty policy, this can be submitted at the point of registering your product, or when a claim is made.
3. We reserve the right to send parts only.
4. Replacement products/parts/heater tanks will only be covered for the remaining duration of the warranty from the original purchase date.
5. The product should be installed in accordance with the installation guide provided. Failure to do so may invalidate the warranty.
6. Perrin & Rowe 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 P&R's discretion, free of charge.
7. Replacement products will only be offered following the relevant troubleshooting / technical discussions with the P&R Customer Service team – Which may include but not limited to initially issuing replacement parts which we believe will resolve the issue.
8. Should a defective product no longer be manufactured at the time of the warranty claim, Perrin & Rowe will provide a similar product. Following receipt of the replacement, the defective product must be returned to Perrin & Rowe.
9. 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.

## What is not covered:

- 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 where "Certified P&R" hot tank filters have not been changed every 6 months.
- 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.
- Access charges.
- Installation or removal charges.
- Products that have been adapted, modified, or repaired unless previously approved by Perrin & Rowe.
- 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.
- When products are built for a specific country and are then relocated to a different country e.g., European specification is not compatible with UK specification.
- If the defect is caused by specific environmental circumstances (e.g., incorrect water pressure on the boiler impacting the water flow or power cut/surges to a Hot tank causing it to fail).
- 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.
- Personal additional costs incurred i.e., loss of earnings due to time taken off work, cost of phone calls.

## 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 Perrin & Rowe installation and operational user guide, which must always be observed.

To make a claim under the Perrin & Rowe Manufacturer's 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 technical product information and care instructions can be found in the packaging and on the Perrin & Rowe website <https://www.perrinandrowe.co.uk/parts-and-support>.

All warranty claims and any questions relating to maintenance and care, please contact Perrin & Rowe's Customer Service team on +44(0) 1708 526 361, or alternatively via our website <https://www.perrinandrowe.co.uk/contact>.

The information contained within this document supersedes any other documentation.