

# SHOWER ENCLOSURE LIFETIME GUARANTEE

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## Terms & Conditions – (UK & Eire only)

**Please keep this information safe along with your proof of purchase**

Scudo offers a lifetime guarantee on shower enclosures manufactured or imported by Scudo and sold through a Scudo-authorized dealer. This is given to consumers in addition to statutory rights applicable in the United Kingdom and in the Republic of Ireland.

### 1. Life Guarantee Provisions

1.1 Harrison Bathrooms guarantees its shower enclosures sold under the Scudo brand to consumers who purchase from a Scudo-authorized dealer for the period of the product's natural life. There are conditions attached to the lifetime guarantee, and some exclusions from it that are set out in Conditions and Exclusions.

1.2 To obtain the benefit of the lifetime guarantee you must follow the registration procedure on the Scudo website [www.scudo.co.uk/guarantee](http://www.scudo.co.uk/guarantee). You must register within 28 days of the date of purchase. You are only entitled to register if you are the original purchaser of a scudo shower enclosure. Upon registration you will be asked to provide proof of purchase.

1.3 The product must be visually inspected for defects within 7 days of the date of purchase, to avoid a replacement delivery charge. In any event, physical defects should be reported prior to installation. Installation would be treated as acceptance of the product quality.

1.4 If a Scudo shower enclosure is defective in materials or manufacture, the consumer should first contact their Scudo-approved retailer to report a defect. They will advise further or contact a Scudo customer service advisor. If the fault is not resolved, Harrison Bathrooms may choose to repay the cost of the product, offer to send replacement parts, or a full replacement product will be provided. This will constitute our sole obligation under this guarantee.

1.5 The lifetime guarantee covers normal domestic use of a Scudo shower enclosure under normal water temperatures and pressures only.

1.6 Harrison Bathrooms reserve the right to develop and improve its enclosures continuously. This may mean changes to specifications. If under the lifetime guarantee identical parts or an identical shower enclosure is no longer be available, Harrison Bathrooms will supply the nearest current equivalent.

1.7 The guarantee does not cover ex-display units.

1.8 The guarantee is in addition to your statutory rights. It does not affect your statutory rights in any way.

## 2. Conditions and Exclusions

### 2.1 The lifetime guarantee does not cover:

- Damage caused by wilful damage, neglect, misuse, accidental breakage and fair wear and tear.
- Breakage of, or damage to, the glass or its coating (unless the defect is present at the time of purchase).
- Showering items, specifically the valves, hand sprays and fixed heads, body jets, drench heads, shower valves, and items of a similar nature.
- Items that are not part of the shower enclosure, including soap dispensers, towel rails, shower trays and similar items.

### 2.2 Examples that may affect the performance and life expectancy of Scudo shower enclosures and are excluded from the provisions of the lifetime guarantee. These include:

- Failure to adhere to Scudo fitting and cleaning instructions.
- Water composition, as hard water may cause water staining
- Exposure to sunlight, which may cause colours to fade and certain products to warp.
- Galvanic corrosion most commonly caused by failing to allow adequate drainage of the enclosure framework.

### 2.3 The lifetime guarantee for metal coverings against flaking, discolouration, and rust is excluded when these conditions are caused by:

- Misuse
- Build-up of mildew and limescale
- The use of corrosive liquids or cleaners

### 2.4 Moving parts, ABS, rubber or plastic parts used in Scudo shower enclosures are excluded from the lifetime guarantee. Visit the website to see all exclusions: [www.scudo.co.uk/guarantee/](http://www.scudo.co.uk/guarantee/)

- They have been reasonably maintained and cleaned
- Failure is as a result of normal wear and tear.

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#### **Cleaning Instructions**

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- Do not allow lime scale to build up.
  - Do not use abrasive products on any surface.
  - Clean the glass regularly with soapy water.
  - Install your enclosure in a well ventilated area.
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