

Tap and Shower 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 the Scudo Guarantee Registration Form Online within 30 Days of installation.
Please visit our website www.scudo.co.uk to complete this form.
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 & Eire.
4. This guarantee does not cover damage during installation, inappropriate cleaning, or misuse. Shower hoses and cartridges are not covered by the lifetime guarantee. Instead are covered by a 12 months parts guarantee.
5. The guarantee covers the product against defects in materials or manufacturing only and does not apply to normal wear and tear. Wear and tear may result in the chrome finish being dulled scratched over time.
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 Harrison Bathrooms after-care 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 Harrison Bathrooms installation, care and maintenance instructions have been adhered to.
10. If the product is defective in materials or manufacture the original customer must contact Harrison Bathrooms customer service 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 a repair using our own service engineer.
11. If the fault is not resolved, the product should be returned to Harrison Bathrooms and at our discretion we will either refund our 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, products changes may give rise to alterative 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, Harrison Bathrooms reserve the right to charge the customer for time spent by the engineer at the current hourly rate and 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

All Scudo products should be cleaned with using a soft cloth with **warm PH neutral soapy water** only. The product must then be rinsed with clean water to dilute any soap. Polished and dried using a soft dry cloth, after every use.