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SCUDO General Product Guarantee

Terms & Conditions – (UK & Eire only)

Please keep this information safe along with your proof of purchase

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.

This is in addition to, and no way affect the consumers statutory rights, under the consumers rights act 2015, held between the consumer and retailer. It is always advisable to contact your retailer first in any instance.

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.

General terms and conditions

All products must be installed by a competent, fully qualified trades person to ensure all regulations & codes of practice are followed.

1. The guarantee only applies to products purchased and installed in the United Kingdom & Eire.
2. 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 manufacturers control. See Scudo after-care and cleaning instructions below.
3. The guarantee covers the product against defects in materials or manufacturing only and does not apply to normal wear and tear or effects of hard or aggressive water supply. Wear and tear may result in product finish being dulled scratched over time.
4. Before installation is carried out the customer must inspect the product within 3 days of purchase for obvious defects. A claim will not be accepted if an obvious defect is found after installation.
5. This guarantee covers normal domestic use only.
6. 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 Scudo heating installation, care and maintenance instructions have been adhered to.
7. This guarantee is limited to the following actions, repair, replacement or refund of the product. We are not responsible for damages to property, personal injury, consequential loss, damages, expenses, or any third-party costs.
8. As our policy is one of continuous improvement, product 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.
9. 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.
10. The guarantee does not cover ex-display units.
11. The guarantee does not apply to damage to wood furniture caused by standing water or inadequate ventilation.
12. The guarantee is limited to 1 year when applied to moving parts, or parts which are likely to or suffer wear over time and normal usage (such as rubber seals, ceramic disc valves, mixer cartridges and thermostatic valves)

Cleaning

All Scudo products should be cleaned using a soft cloth with warm Ph neutral soapy water only. The product must then be rinsed with clean water to dilute any soap and also polished and dried using a soft dry cloth after every use. Acceptable PH range between 6-8 any claim using products beyond this will not be accepted.