

# Our guarantee

- 1.1** This product guarantee is given by Geberit Sales Ltd (a company registered in England and Wales with company number 06142557 with its registered address at Geberit House, Edgehill Drive, Warwick, England, CV34 6NH) and applies to Geberit products purchased within the United Kingdom (guarantee area).
- 1.2** Consumers have statutory rights under the laws of England and Wales in relation to the sale and purchase of goods, and these statutory rights shall not be adversely affected by this guarantee.
- 1.3** Geberit guarantees that on purchase by the customer of a Geberit product, and for a period of 12 months from the date of purchase (or such other period as set out in paragraph 2 – 4 below) (guarantee period), the products shall:
  - 1.3.1** conform in all material respects with their description;
  - 1.3.2** be free from material defects in design, material and workmanship;
  - 1.3.3** be of satisfactory quality (within the meaning of the Consumer Rights Act 2015); and
  - 1.3.4** be fit for any purpose held out by Geberit.
- 1.4** Subject to paragraph 1.5, if:
  - 1.4.1** the customer gives notice in writing to Geberit (either by email to [technical@geberit.co.uk](mailto:technical@geberit.co.uk) or by letter to its registered address) during the guarantee period and within a reasonable time of discovery that some or all of the products do not comply with the guarantee set out in paragraph 1.3.
  - 1.4.2** Geberit is given a reasonable opportunity of examining such products; and
  - 1.4.3** the customer (if asked to do so by Geberit) returns such products to Geberit's place of business at the customer's cost, Geberit shall, at its option, repair or replace the defective products, or refund the price of the defective products in full.
- 1.5** Geberit shall not be liable for any products' failure to comply with the guarantee set out in paragraph 1.3 in any of the following events:
  - 1.5.1** the customer makes any further use of such products after giving notice in accordance with paragraph 1.4;
  - 1.5.2** the defect arises because the customer failed to follow Geberit's oral or written instructions as to the storage, commissioning, installation, use and maintenance of the products or (if there are none) good trade practice regarding the same;
  - 1.5.3** the defect arises as a result of Geberit following any drawing, design or specification supplied by the customer;
  - 1.5.4** the customer alters or repairs such products without the written consent of Geberit;
  - 1.5.5** the defect arises as a result of fair wear and tear, wilful damage, negligence, or abnormal storage or working conditions;
  - 1.5.6** with applicable statutory or regulatory requirements.
- 1.6** The events in paragraph 1.5 above shall apply to any repaired or replacement products supplied by Geberit.
- 1.7** Except as provided in this paragraph 1, Geberit shall have no liability to the customer in respect of the products' failure to comply with the guarantee set out in paragraph 1.3.