

BLANCO UK GUARANTEE:

BLANCO UK reserves the right where deemed appropriate to inspect any reported defective product prior to making a decision on any remedial action. It should be noted that in all instances the manufacturers’ decision is final. Your BLANCO products are manufactured to the highest standard, however in the unlikely event that you should experience any defect in the materials or manufacture, within the guarantee period indicated below, and in the judgment of BLANCO UK or an authorised representative confirms that the product is defective, we will undertake to supply replacement parts or replace the product F.O.C. BLANCO UK will not be responsible for any third party costs including labour, re installation or carriage.

This guarantee is made on the understanding that the product has been correctly installed as per our recommendations and the item has been used solely in a domestic installation and maintained and cleaned according to our instructions supplied. This guarantee is intended for the original purchaser and is not transferable.

This guarantee excludes all claims for damages to the goods if not reported prior to fitting and within the time specified from our delivery to the receipt of the goods. Normal wear and tear together with accidental damage to the product, decolouration, abuse or corrosion defects caused by in-appropriate use of un-identified chemicals or cleaners containing corrosive agents are excluded.

Any claims received within the specified guarantee period should be accompanied by a copy of the invoice confirming the date of purchase and proof of ownership. Where possible images of the product clearly identifying the basis for making a claim. Images provided must include a picture of the product including the surrounding area, at least 2 images depicting the damage/ leak where appropriate, and an image of the products unique I.D. label, found under the bowl or positioned on the tap tail. This information is important as the details clearly identify the product and approximate date of manufacture. Failure to supply this information may affect any consideration of a claim.

The above details are intended as a brief summary of our guarantee terms and conditions, a full version is available on request.

Product improvement.

E and O.E. All products, descriptions and dimensions of our offer are subject to change without notice and in the event of non-availability, BLANCO reserves the right to replace the original product with the closest example to the current range.

This guarantee is in addition to and does not diminish your statutory or legal rights.

Terms and conditions by product Category:

Product	Term	Exclusions	Aftersales Contact
SINKS			
Stainless Steel	25 years	See above	BLANCO UK Ltd Tel 01923 635 200
Silgranit	25 years	See above	
Ceramic	1 year		
Accessories	1 year	Cleaning products	
TAPS	5 years	Moving parts which are subject to wear and Tear.	BLANCO Tap Service Tel 0808 281 5888 (Freephone)
Ceramic Cartridges	2 years	Damaged Cartridges Caused by the non-compliance to flush the system supply pipes before fitting and commissioning.	
Finish (Inc. Colour)	1 year	Surface defects caused by inappropriate cleaning agents of abrasives.	
BLANCOAIR			
Extractor Hoods	2 years	Lamps and Filters	BLANCO Appliance Service Tel 0808 281 1888 (Freephone)
Gutmann Hoods	2 years	Lamps and Filters	BLANCO Appliance Service Tel 0808 281 1888 (Freephone)
BLANCO Hobs	2 years		BLANCO Appliance Service Tel 0808 281 1888 (Freephone)
ISE PRODUCTS			
Waste Disposal Units	2-5 years	Check Model	IN-SINK-ERATOR WDU 0800 389 3715
Hot Taps	2-5 years	Check Model	HOT 01279 641 887
LIGHTING	1 year	Lamps	Service Help Line Light Solutions Tel 01494 717 709