

Building Division: 5 Year Guarantee

Symphony®

To demonstrate our confidence in the performance and quality of our manufactured products

Product guarantee

We manufacture our products to a high standard with care and attention to detail; as such, we are confident that the look and use of our products will continue for many years. However, should you discover a defect in any of our products within five years of the product being delivered to you we will carry out an investigation and replace any defective components free of charge.

This guarantee covers any replacement components, which are covered by the remaining period of the original guarantee, only. A separate guarantee period is not created for the replacement products as a result of their supply to you.

We reserve the right to substitute materials of a similar type if the materials or components requiring replacement are not readily available or are discontinued.

PLEASE NOTE that gas or electrical goods, luxury worktops, sinks and taps (plus, in addition, any other product for which a third party guarantee is provided) are covered by a separate product guarantee which is provided by the manufacturer of these products.

Benefit of the guarantee

The benefit of the product guarantee is conferred upon the original purchaser of the products. The guarantee cannot be transferred to another person.

Claims

Claims made under the guarantee should be made as soon as any defect becomes apparent and through the retailer, contractor or builder (under NHBC terms) from whom the product was purchased. If the entity from whom the product cannot be traced, claims may be made by contacting us at the below address.



Richard Bunton
Managing Director

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Exclusions

The product guarantee is only valid for products installed in a domestic environment. The guarantee is not valid where defects to the products occur from:

- general wear and tear, or alteration;
- scratches on gloss and other components arising from everyday use;
- repair or installation by a person not authorised by us;
- misuse, damage or negligent use;
- the failure to follow our guidance concerning maintenance;
- the commercial use of the products;
- the export from the United Kingdom without our agreement.

Some component parts of our products are manufactured from natural materials (or man-made materials replicating natural materials) which may change in the ordinary course of their lifespan – this may affect the look and feel of the products. As such these are not regarded as defects, and include (without limitation):

- slight differences in the colour of any component as materials often reflect light differently;
- woodgrain patterns on manufactured or natural products that are not uniform;
- products that have mellowed or changed colour in sunlight;
- products that have failed as a result of the ingress of moisture.

THIS GUARANTEE DOES NOT AFFECT YOUR STATUTORY RIGHTS

This guarantee is effective from 1st March 2011 (reviewed January 2019).



Richard Bunton
Managing Director