

PRODUCT GUARANTEE

Effective June 2024

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 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.

PRODUCT GUARANTEE

PIPING SYSTEMS

The guarantee period under paragraph 1.3 shall be amended as set out below for the following products:

Product	Guarantee period
HDPE pipes and fitting	10 years
Geberit FlowFit pipe and fittings	10 years
Silent-PP pipe and fittings	10 years
Silent db20 pipe and fittings	10 years
Pluvia	10 years
Mepla pipes and fitting	10 years
Mapress	10 years
Tools	2 years

INSTALLATION SYSTEMS

The guarantee period under paragraph 1.3 shall be amended as set out below for the following products:

Product	Guarantee period
Duofix	10 years
Concealed cisterns	10 years
Traps	10 years
Monolith	10 years
Flush plates excl. electrical	5 years
Pneumatic controls	5 years
360/380/290/380AG/212 valves	5 years
Monolith +	2 years
Electronic flushing controls	2 years
333/340/240 valves	2 years

BATHROOM SYSTEMS

The guarantee period under paragraph 1.3 shall be amended as set out below for the following products:

Product	Guarantee period
Ceramics	10 years
Shower enclosures	10 years (2 years on glass coating)
Acrylic bathtubs	10 years
Steel bathtubs	10 years
Shower trays	10 years
Brassware	5 years
Furniture	2 years
Seats and covers	2 years
Fittings	2 years
Stainless steel	2 years
Varicor	2 years
Electrical components	2 years
Accessories	2 years
AquaClean	2 years (3 years with registration)