

LIMITED WARRANTY

Perrin & Rowe[®] Kitchen and Bathroom

Instant Hot Water Dispensers

Sanitary Ware/Bathroom Fixture Accessories

Gold (IG) and English Bronze (BZ) Finishes

Polished (Unlacquered) Brass (BR), Satin (Unlacquered) Brass (SB) and Aged (Unlacquered) Brass (AB) Finishes

Limited Lifetime Warranty

5-year Limited Warranty on Tap
3-year Limited Warranty on Tank

5-year Limited Warranty

5-year Limited Warranty

No Express Warranty

General

A Limited Warranty means Perrin & Rowe (“we”, “us”) will provide free of charge, at its option, replacement part(s) or product (or a comparable alternative product) to replace those which have proven defective in materials or workmanship within the warranty period on that product or part as stated above. A Limited Warranty excludes defect or injury to the product caused by or resulting from misuse, abuse, neglect, accidental damage or improper installation.

Restrictions and product care – the Limited Warranties do not apply to the replacement of components where damage is caused by normal wear and tear, including without limitation excess mineral deposits from water. As a special note, avoid all cleaning products that contain abrasives, ammonia, bleach and alcohol. They may damage the finish. Also, use only non-silicone caulking adhesive or plumbers putty for installation. Do not use lead based acidic curing adhesive or mastic when installing product. Silicone caulking may also degrade brass material. The use of Blue RTV silicone during installation will void the Limited Warranty. Due to the harsh environment of sun, wind, rain and snow, installing Perrin & Rowe products for outdoor use voids the Limited Warranty.

We are responsible to you for foreseeable loss and damage caused by us. If we fail to comply with these terms, we are responsible for loss or damage you suffer that is a foreseeable result of our breaking this contract or our failing to use reasonable care and skill, but we are not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if either it is obvious that it will happen or if, at the time the contract was made, both we and you knew it might happen, for example, if you discussed it with us during the sales process.

We do not exclude or limit in any way our liability to you where it would be unlawful to do so. This includes liability for death or personal injury caused by our negligence or the negligence of our employees, agents or subcontractors; for fraud or fraudulent misrepresentation; for breach of your legal rights in relation to the products; and for defective products under the Consumer Protection Act 1987.

When we are liable for damage to your property. If we are providing services in your property, we will make good any damage to your property caused by us while doing so. However, we are not responsible for the cost of repairing any pre-existing faults or damage to your property that we discover while providing the services.

Foreign Outlets Online – one of the benefits of the Internet is that it has granted customers the opportunity to learn about and purchase products from previously unknown foreign companies. Unfortunately, some foreign distributors who sell the foreign versions of Perrin & Rowe products have promoted these products for shipment to the UK. Though prices may look appealing, these products are not designed to be installed in UK homes and businesses and significant problems may result. Perrin & Rowe uses domestic distributors to ensure that its products meet UK plumbing installation standards and have UK plumbing and water code approvals. Perrin & Rowe will not service, warrant, nor provide customer support for products purchased from foreign distributors.

Governing Law – this agreement is governed by English law and you can bring legal proceedings in respect of the products in the English courts. If you live in Scotland you can bring legal proceedings in respect of the products in either the Scottish or the English courts. If you live in Northern Ireland you can bring legal proceedings in respect of the products in either the Northern Irish or the English courts.

Consumer

If you are a consumer this Limited Warranty is for normal domestic use only.

This Limited Warranty gives you specific legal rights and operates alongside and in addition to your statutory rights under UK consumer law. Should your product be defective or it does not conform with the contract of sale, you can choose to make a claim under UK consumer law or the Limited Warranty.

Commercial - this section does not apply to consumers

If you are a business customer, Perrin & Rowe warrants that its products which are installed in a commercial setting are free from manufacturing defects for a period of one (1) year from the date of acquisition from Perrin & Rowe by the original customer. **In commercial installations, the one-year limited warranty is in lieu of all other warranties and conditions, express or implied, including but not limited to the implied conditions of satisfactory quality and fitness for a particular purpose.**

Contact Us

To make a claim under the Limited Warranty contact our customer services team on **+44 (0) 1708 526 361** or email **customerservices@perrinandrowe.co.uk**