

10 Year Limited Residential Warranty



PERLA BATHROOM PANELS are high quality manufactured wall panels which are guaranteed to offer satisfaction for many years of trouble free use in your home.

We offer a limited ten year guarantee against material and manufacturing defects, excluding installation in accordance with standard domestic use. Panels must be inspected before installation and no warranty is made for defects noticed after installation is completed. This warranty covers any subsequent defects in materials or workmanship, excluding installation, with the exceptions stated below. This warranty runs for ten years from the date your panels are installed [proof of installation or purchase required].

The gloss texture of Perla will enhance any imperfections in the substrate which may result in a reflective surface which cannot be warranted to be 100% blemish free. The surface finish may show minor variations amplified by the gloss texture with the visual effects of minor ripples, specks or other non-measurable variations.

The Perla 10-Year Residential Warranty is made subject to the following conditions:

1. The bathroom panels must be installed properly in accordance with Perla Wall Panel installation recommendations as supplied with each panel and which can be obtained by contacting 01382 833832.
2. The panels must be used only indoors in domestic bathrooms or shower rooms. This limited warranty does not apply if used in any commercial setting.
3. The panels must be maintained in accordance with the Perla Panel 'Care and Maintenance' instructions which form part of the installation recommendations.
4. Damage must not have occurred as a result of improper or inadequate maintenance or accidents, such as damage caused by scratching, impact or cutting. This warranty does not cover damage caused by improper use, poor installation or evidence of the panels being exposed to dampness in the structure, damage through cutting or scratching of the surfaces, fading or discolouration caused by exposure to sunlight or chemicals such as ammonia, laundry detergent, or household bleach.
5. Surface wear must be readily visible (i.e. approximately 4 sq cm). Gloss or sheen reduction is not surface wear and is not covered by this limited warranty.
6. This limited warranty also applies to supplied Perla aluminium profiles and all installations must have been completed using Perla approved fittings.
7. This limited warranty is provided solely for the original purchaser of the panels.

Disclaimers:

JTC Furniture Group manufactures Perla Panels and disclaims all other express or implied warranties, including any implied warranty of merchantability or fitness for a particular purpose, with respect to this product. JTC Furniture Group disclaims liability for incidental and consequential damages.

Samples, descriptions, and other information concerning the product contained in catalogues, advertisements, or other promotional material or statements made by sales representatives or distributors are for general informational purposes only and are not binding upon JTC Furniture Group. No sales representatives or distributors shall have any authority whatsoever to establish, expand or otherwise modify JTC Furniture Group's warranties.

These limited warranties constitute the entire agreement of the parties, and no waiver or amendment shall be valid unless in writing and signed by an authorized representative of JTC Furniture Group.

How to Make Claims:

Any claim under the PERLA 10-Year Limited Residential Warranty must be made by contacting your retailer, distributor or JTC Furniture Group within 30 days after the basis for the claim is

detected. In addition, any claim under limited warranty must be made before the end of the applicable limited warranty period. Proof of purchase, including the date of purchase, must be presented to make a claim.

JTC Furniture Group's Response To Claims:

We will arrange for the inspection of your installation free of charge and contact you within 72 hours to give the results of our inspection and a verbal report of the inspection.

On acceptance of a claim, JTC Furniture Group will undertake to repair or replace any panels that prove to be defective in materials or workmanship free of charge with an equivalent panel. This warranty extends to replacement of materials only and not to any labour or subsequent damage charge. JTC Furniture Group may choose to refund the purchase price of the affected Perla panels if repair or replacement is not reasonably achievable.

How To Get Service:

Please contact JTC Furniture Group at 01382 833832. A representative will come to your home and take any necessary action to correct problems covered by this warranty. This limited warranty gives you specific legal rights which do not affect your statutory rights.