

## WARRANTY TERMS & CONDITIONS

- 1.1 Accessories:** Subject to paragraphs 1.5 and 1.6 below Avenir warrants any bathroom accessory ("Product") manufactured by it against defective materials or workmanship for a period as stated in the Avenir pricelist from the date of purchase.
- 1.2 Heated and Non Heated ladders and rails (Except HYBRID):** Subject to paragraphs 1.4, 1.5 and 1.6 below Avenir warrants any Non-Hybrid Heated Towel Ladder or individual heated rails (including heating element) ("Product") manufactured by it against defective materials or workmanship for a period of three (3) years from the date of purchase **(one year onsite)**.
- 1.3 HYBRID Heated ladders and rails:** Subject to paragraphs 1.4, 1.5 and 1.6 below Avenir warrants any Hybrid Heated Towel Ladder ("Product") manufactured by it against defective materials or workmanship for a period of ten (10) years including the heating elements from the date of purchase **(one year onsite)**.
- 1.4** The serial number (found on the product rating label) is required to substantiate any warranty claims of all heated ladders (including HYBRID).
- 1.5** Subject to the applicable legislation from time to time, the liability of Avenir under paragraph 1.1, 1.2 and 1.3 above will be limited at its sole discretion to any of the following
- Replacement of the Product or any part thereof.
  - Supply of equivalent Product or any part thereof.
  - Repair of the Product or any part thereof.
  - Payment of the cost of replacing the Product or acquiring equivalent Product or any part thereof.
  - The payment of the cost of having the Product or any part thereof repaired.
  - Refund of the Product upon return.
- 1.6** Avenir shall not be liable for any special, incidental or consequential damages including loss of profit or opportunity, during or after the warranty period. The maximum liability of Avenir for all direct damages, if any, arising out of the supply and/or installation of the Product shall be limited to an amount not exceeding the purchase price of the Product.