

THE QUALIS

— COLLECTION —

STONE BASIN GUARANTEE

We offer a lifetime guarantee on the structural integrity of our stone basins. This guarantee covers any defects in materials or workmanship under normal use and conditions. If a structural issue arises, we will repair or replace the product free of charge. This guarantee is non-transferable and applies only to the original purchaser and installation address as stated on the order. Our stone basins come with a 3-year guarantee on the finish. This covers any defects in the finish under normal use and proper care. Should you encounter any issues with the finish within this period, we will repair or replace the product at our discretion. Please note that this does not cover damage due to improper cleaning, chemical use, or general wear and tear.

- This guarantee excludes damage during fitting or installation, accidental or malicious damage, improper use, general wear and tear, or consequential loss.
- Original proof of purchase is required for any claim. Please provide your invoice upon submission.
- We will respond to claims and may replace defective products, in part or whole, at our discretion. If the products are no longer available, we will endeavour to provide a suitable alternative.
- All products must be installed according to instructions by qualified professionals and comply with local water bylaws. Incorrect fitting will void the guarantee.
- The Qualis Collection must be allowed to inspect the goods, possibly on-site, before removal or destruction.
- If the fault is not due to manufacturing or material defects, a callout charge may apply.
- If a defect is due to faulty manufacturing or materials, we will repair or replace the goods at our discretion. If the goods are no longer available, a suitable alternative will be provided.
- The guarantee does not cover damage or malfunction caused by inappropriate cleaning or products not recommended by The Qualis Collection.
- Limescale build-up, corrosion, mould, mildew, and related issues are not covered.
- This guarantee covers only the products and any spare parts needed to rectify issues.
- The Qualis Collection is not liable for reinstallation or fitting costs for replacement parts or products.

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The Qualis Collection products are engineered and manufactured to exacting standards, rigorously tested before packaging and shipping to ensure the highest quality. We offer a lifetime guarantee on our stone basins as a testament to their quality. This guarantee applies only to the original purchaser and installation address (as stated on the order) and is non-transferable.

In the unlikely event of product failure within the guarantee period, we will offer a replacement or replacement part (or nearest equivalent) free of charge. Liability is limited to individual goods and does not cover consequential loss or damage upon installation.

DEFECTIVE PRODUCTS OUT OF THE BOX

Report transit damage to The Qualis Collection within seven days of receiving the product to comply with our terms and conditions. Claims outside this period will be void against the guarantee.

For installation instructions and care, please refer to our downloadable guides at thequaliscollection.com.

FILING A CLAIM

Email enquiries@thequaliscollection.com with claim details and relevant videos or images.

Contact: thequaliscollection.com | enquiries@thequaliscollection.com | 03338 803 225