

# THE QUALIS

## — COLLECTION —

### TAPWARE & SHOWER GUARANTEE

The Qualis Collection offers meticulously engineered and manufactured goods that meet the highest standards. We conduct rigorous testing to ensure superior quality and durability, providing you with a guarantee of five years.

This guarantee applies to the original purchaser and installation address, and it is non-transferable.

- In the unlikely event of a goods failure within the guarantee period, we offer a free replacement or replacement part, or the nearest equivalent. Our liability is limited to the individual goods and does not cover consequential loss or damage during installation.
- Please note that the guarantee does not cover damage during fitting, accidental or malicious damage, improper use, general wear and tear, damage due to poor installation, or consequential loss. We require original proof of purchase for any claims.
- Defective goods will be replaced, either in part or in whole, at our discretion. If the original goods are no longer available, we will strive to provide a suitable alternative.
- Proper installation by qualified professionals in accordance with the provided instructions and local water bylaws is essential to maintain the guarantee.
- We may request an opportunity to inspect the goods, and they should not be removed or destroyed without our consent. In cases where the fault is not due to manufacturing or materials defects, a callout charge may apply.
- If we determine that a defect arises from faulty manufacturing or materials, we will repair or replace the goods free of charge. If replacements are necessary and the original goods are unavailable, we will provide a suitable alternative.
- Please be aware that damage or malfunction caused by inappropriate cleaning or the use of unapproved cleaning products is not covered by this guarantee. Lime scale buildup, corrosion, mould, mildew, and related issues are also not covered.
- The guarantee solely covers the products and any necessary spare parts to rectify issues. The Qualis Collection cannot be held responsible for any reinstatement or fitting costs associated with spare part replacements or replaced products.

For detailed fitting instructions and cleaning manuals, please visit our website at [www.thequaliscollection.com](http://www.thequaliscollection.com)

To file a claim, contact us at the following address: The Qualis Collection, Burnside House, Cambridge Road, Middlesbrough, TS3 8AG. Email: [enquiries@thequaliscollection.com](mailto:enquiries@thequaliscollection.com).