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To Whom it may concern:

BluTide Taps and Mixers carry a 15-year guarantee against manufacturing faults. The guarantee excludes normal wear and tear of componentry.

“Special Finish” products, (ie: any finish other than chrome plating) will carry a 5-year guarantee on the finish.

All BluTide accessories (ie: shower roses, shower arms, spouts and hand showers etc) will carry a 5-year guarantee.

Please note this guarantee will be void if the following is not adhered to:

- All Taps and Mixers must be installed by registered plumbers.
- Should any componentry need to be replaced, original BluTide spares should be used.
- Cleaning and maintenance of the product must be carried out in accordance with the supplied instructions.
- In regard to corrosion defects, the product should not be exposed to salt spray in coastal areas or any other highly corrosive conditions. This may lessen the lifespan of the finish of the product.

BluTide reserves the right to nullify the product guarantee should we determine that the product has not been maintained properly and/or has been abused or neglected.

Should you require any aftersales service with our BluTide product, please contact our service department at service@vortex-za.com or on **+27 11 656 2533**.

DISCLAIMER

All products shown in BluTide's catalogues and on any of BluTide's digital platforms, are the products available in the range at the time of publication. In the interest of product development and improvement, we reserve the right to exchange or substitute items when necessary or are unable to supply. The dimensions of products shown in BluTides catalogues and on any digital platforms are for reference only.

In case there is a discrepancy between the dimensions published and that of the actual product, the latter shall be taken as standard.

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