

## Tavistock Product Guarantee Matrix

The table below is to be used as a quick guide for the length of guarantee that Tavistock offers for each category of product. For further details of what damages are covered in the guarantees please see the full terms and conditions on the individual page for each category.

Product	2 Years	5 Years	10 Years	20 years
Shower Valves			✓	
Shower Accessories		✓		
Taps	✓*		✓	
Furniture			✓	
Bath Panels		✓		
Cabinets	✓**		✓	
Mirrors	✓**		✓	
Toilet Seats- Thermoset Plastic		✓		
Toilet Seats- MDF		✓		
Sanitaryware				✓***
Wall Hung Frames		✓****		
Concealed Cisterns		✓		

✓\* = Shower mixer hoses and handsets are covered by a 2 year guarantee.

✓\*\* = All electrical components within our Mirrors and Cabinets are covered by a 2 year guarantee.

✓\*\*\* = Cistern fittings supplied with sanitary ranges are covered for 5 years.

✓\*\*\*\* = The metal frame component only of Wall Hung WC Frames is covered by a 10 year guarantee.

## **Tavistock Shower Valves and Accessories Guarantee**

Tavistock shower cartridges are guaranteed for 10 years against defects in manufacture. Shower accessories are covered by a 5 year guarantee against defects in manufacture.

### **Terms and Conditions**

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- Post works installation when adequate provision has not been made to access and isolate supply connections to the product.
- Damage to property as a result of product not being suitably commissioned and tested.

The guarantee requires that this product be used in the manner for which it was intended and that it is installed & maintained in accordance with the fitting instructions and local water bylaws.

Guarantee does not cover performance affected by limescale build up, refer to maintenance and aftercare in instructions.

The guarantee is invalidated should the valve be damaged by water borne debris.

In the unlikely event that this product should fail during the guarantee period we will either replace the faulty part or the complete unit as appropriate.

Replacement cartridges required outside of the guarantee period are available to purchase by contacting the Tavistock Customer Service team.

Failure to follow the terms outlined above will invalidate this guarantee.

## **Tavistock Taps Guarantee**

Tavistock tap cartridges are guaranteed for 10 years against defects in manufacture.

Shower mixer hoses and handsets are covered by a 2 year guarantee against defects in manufacture.

## **Terms and Conditions**

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- Post works installation when adequate provision has not been made to access and isolate supply connections to the product.
- Damage to property as a result of product not being suitably commissioned and tested.

The guarantee requires that this product be used in the manner for which it was intended and that it is installed & maintained in accordance with the fitting instructions and local water bylaws.

Guarantee does not cover performance affected by limescale build up, refer to maintenance and aftercare in instructions.

The guarantee is invalidated should the cartridge be damaged by water borne debris.

In the unlikely event that this product should fail during the guarantee period we will either replace the faulty part or the complete unit as appropriate.

Replacement cartridges required outside of the guarantee period are available to purchase by contacting the Tavistock Customer Service team.

Failure to follow the terms outlined above will invalidate this guarantee.

## **Tavistock Furniture Guarantee**

Tavistock furniture is guaranteed for 10 years against defects in manufacture.

### **Terms and Conditions**

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- General wear and tear.
- Product that has been modified or altered in any way.

The guarantee requires that this product be used in the manner for which it was intended and that it is installed & maintained in accordance with the fitting instructions.

In the unlikely event that this product should fail during the guarantee period we will either replace the faulty part or the complete unit as appropriate.

Failure to follow the terms outlined above will invalidate this guarantee.

## **Tavistock Bath Panels Guarantee**

Tavistock bath panels are guaranteed for 5 years against defects in manufacture.

### **Terms and Conditions**

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- General wear and tear.
- Product that has been modified or altered in any way.

The guarantee requires that this product be used in the manner for which it was intended and that it is installed & maintained in accordance with the fitting instructions.

In the unlikely event that this product should fail during the guarantee period we will either replace the faulty part or the complete unit as appropriate.

Failure to follow the terms outlined above will invalidate this guarantee.

## **Tavistock Mirrors Guarantee**

Tavistock mirrors are guaranteed for 10 years against defects in manufacture.  
All electrical components are guaranteed for 2 years against defects in manufacture.

## **Terms and Conditions**

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- General wear and tear.
- Product that has been modified or altered in any way.

The guarantee requires that this product be used in the manner for which it was intended and that it is installed & maintained in accordance with the fitting instructions.

In the unlikely event that this product should fail during the guarantee period we will either replace the faulty part or the complete unit as appropriate.

Failure to follow the terms outlined above will invalidate this guarantee.

## **Tavistock Cabinets Guarantee**

Tavistock mirrored doors and carcasses are guaranteed for 10 years against defects in manufacture. All electrical components are guaranteed for 2 years against defects in manufacture.

## **Terms and Conditions**

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- General wear and tear.
- Product that has been modified or altered in any way.

The guarantee requires that this product be used in the manner for which it was intended and that it is installed & maintained in accordance with the fitting instructions.

In the unlikely event that this product should fail during the guarantee period we will either replace the faulty part or the complete unit as appropriate.

Failure to follow the terms outlined above will invalidate this guarantee.

## **Tavistock Toilet Seats Guarantee**

Tavistock toilet seats are guaranteed against defects in manufacture.  
The guarantee period is as follows:

Thermoset Plastic Toilet Seats	5 Years
MDF Toilet Seats	5 Years

## **Terms and Conditions**

Guarantee must be validated with original proof of purchase.

The guarantee is valid to original purchaser only and is not transferable.

Product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to surface finish caused by inappropriate cleaning products.
- General wear and tear.

The guarantee requires that this product be used in the manner for which it was intended and that it is installed & maintained in accordance with the fitting instructions.

In the unlikely event that this product should fail during the guarantee period we will either replace the faulty part or the complete unit as appropriate.

Failure to follow the terms outlined above will invalidate this guarantee.



## **Tavistock Sanitaryware Guarantee**

Tavistock sanitaryware is guaranteed for 20 years against defects in manufacture.  
Cistern fittings are guaranteed for 5 years against defects in manufacture.

### **Terms and Conditions**

The guarantee must be validated with original proof of purchase.

The guarantee is valid to the original purchaser only and is not transferable.

The product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to any surface finish caused by inappropriate cleaning products.
- Post works installation when adequate provision has not been made to access and isolate supply connections to the product.
- Damage to property as a result of product not being suitably commissioned and tested.
- General wear and tear.

The guarantee requires that this product be used in the manner for which it was intended and that it is installed & maintained in accordance with the fitting instructions, good plumbing practice and local water byelaws.

The guarantee is invalidated should the cistern fittings be damaged by water borne debris.

In the unlikely event that this product should fail during the guarantee period we will either replace the faulty part or the complete unit as appropriate.

Failure to follow the terms outlined above will invalidate this guarantee.

## **Tavistock Wall Hung Frames & Concealed Cisterns Guarantee**

Tavistock wall hung frames and concealed cisterns are guaranteed for 5 years against defects in manufacture.

The metal frame component of wall hung frames is guaranteed for 10 years against defects in manufacture.

### **Terms and Conditions**

The guarantee must be validated with original proof of purchase.

The guarantee is valid to the original purchaser only and is not transferable.

The product guarantee does not cover damage or defects caused by:

- Incorrect / poor installation.
- Poor service / maintenance practice.
- Damage to any surface finish caused by inappropriate cleaning products.
- Post works installation when adequate provision has not been made to access and isolate supply connections to the product.
- Damage to property as a result of product not being suitably commissioned and tested.
- General wear and tear.

The guarantee requires that this product be used in the manner for which it was intended and that it is installed & maintained in accordance with the fitting instructions, good plumbing practice and local water byelaws.

The guarantee is invalidated should the cistern fittings be damaged by water borne debris.

In the unlikely event that this product should fail during the guarantee period we will either replace the faulty part or the complete unit as appropriate.

Failure to follow the terms outlined above will invalidate this guarantee.