



Washware Essentials Ltd
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VAT No: 109413632
Registered in England & Wales: 07533137

Washware Essentials Ltd – Warranty Statement

At Washware Essentials Ltd, we are committed to providing quality products and exceptional service. This warranty outlines the terms and conditions applicable to all products supplied, including specific conditions for **bottle fillers and drinking fountains**.

1. General Warranty – All Products

1.1 Warranty Period

We provide a one (1) year warranty from the date of purchase, covering manufacturing and material defects under normal use and service conditions.

1.2 Extended Manufacturer Warranties

Some products may carry a longer manufacturer's warranty, as indicated on the product or its documentation.

- Claims under such warranties must be made directly with the manufacturer.
- Washware Essentials Ltd will assist in initiating such claims, but all resolution remains between the customer and the manufacturer.

1.3 Proof of Purchase

Warranty claims must include a valid proof of purchase (invoice, receipt) clearly showing the date and place of purchase. Failure to provide proof may void the claim.

1.4 Return for Repair

If on-site repair is not feasible by the plumber or onsite maintenance team:

- The item must be returned to our warehouse or designated service centre.
- Return transport costs are the responsibility of the customer and are not covered under warranty.
- Products must be appropriately packaged to prevent damage during transit.

1.5 Export Orders – Spare Parts

For all export orders, any required spare parts under warranty or otherwise will be provided strictly ex-works (EXW) from our UK warehouse.

- Spare parts will be made available for collection or delivery at the customer's expense.
- Washware Essentials Ltd accepts no liability for international shipping arrangements or delays.

1.6 Warranty Void Conditions

This warranty will be void if:

- The product has been modified, altered, or repaired by unauthorised personnel
- Non-approved or incompatible components have been used
- Serial numbers or product identification markings have been removed or tampered with

1.7 Limitations and Exclusions

This warranty does not cover damage caused by:

- Incorrect installation or failure to follow installation guidelines
- Water impurities, excessive water pressure, or lack of filtration
- Misuse, abuse, neglect, or vandalism
- Normal wear and tear through regular use

1.8 Limitation of Liability

Washware Essentials Ltd shall not be liable for any indirect, incidental, or consequential damages, including but not limited to:

- Loss of use
- Loss of profits
- Downtime or replacement equipment costs
- Plumber's costs or plumbing materials

1.9 Claim Procedure

To make a warranty claim, please contact us at enquiries@washwareessentials.co.uk providing:

- Proof of purchase
- A description of the issue
- Supporting photos (if applicable)

We will respond with further instructions, including return or repair authorisation if necessary.

1.10 Disclaimer of Implied Warranties

Unless expressly stated, all other warranties, including implied warranties of merchantability or fitness for a particular purpose, are disclaimed to the fullest extent permitted by law.

1.11 Transferability

This warranty applies only to the original purchaser and is not transferable.

1.12 Governing Law

This warranty shall be governed by and construed in accordance with the laws of England and Wales. Any disputes shall be resolved exclusively by the courts of that jurisdiction.

2. Specific Warranty – Bottle Fillers and Drinking Fountains

This section applies to all **bottle fillers and drinking fountains** supplied by Washware Essentials Ltd.

2.1 Water Inlet Filtration Requirement

No warranty shall apply to taps or valves unless a Y-strainer or appropriate water filter is installed on the water inlet prior to use.

- Washware Essentials Ltd reserves the right to request proof of filtration for any warranty claim.

2.2 Warranty Period and Coverage

A one (1) year warranty covers material and manufacturing defects under normal service conditions.

2.3 Repair or Replacement

In the event of a valid claim, we will, at our discretion, repair or replace the defective component.

- On-site service is not guaranteed under this warranty.

2.4 Valves and Taps – Specific Terms

If valves or taps are found faulty:

- This warranty covers replacement parts such as cartridges, valves, or full tap assemblies
- Installation must be carried out by the original installer, property owner, or an appointed contractor
- Labour or reinstallation costs are not covered

2.5 Return for Repair

Where necessary, products must be returned to our warehouse or service centre.

- All return transport costs remain the customer's responsibility.

2.6 Exclusions

This warranty excludes faults caused by:

- Improper installation or failure to follow guidelines
- Water impurities, high pressure, or inadequate filtration
- Misuse, vandalism, or neglect
- Normal wear and tear

2.7 Limitation of Liability

As with the general warranty, we are not liable for indirect or consequential losses such as:

- Loss of use
- Loss of profits
- Alternative equipment costs
- Plumber costs or plumbing materials

For all warranty enquiries, contact Washware Essentials Ltd at:

enquiries@washwareessentials.co.uk