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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

Any manufacturer's extended warranty is provided solely by the manufacturer and is subject to that manufacturer's terms and conditions. Where applicable, Washware Essentials Ltd will provide reasonable assistance in facilitating a claim, however responsibility for approval and settlement rests with 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 Warranty Service

Washware Essentials Ltd does not provide on-site inspection, repair or engineering services under this warranty. Where a warranty claim is accepted, Washware Essentials Ltd will, at its sole discretion:

- Provide replacement parts;
- Provide technical advice to assist the customer's installer or maintenance team with diagnosis and repair; or
- Require the product or component to be returned to our warehouse for inspection, repair or replacement.

Any removal, reinstallation or associated labour costs remain the customer's responsibility.

1.5 Export Orders

For all products supplied outside the United Kingdom, this warranty is provided on an Ex Works (EXW) basis from Washware Essentials Ltd's warehouse.

Washware Essentials Ltd will supply replacement parts or replacement products where a valid warranty claim is accepted, however all freight, insurance, customs duties, taxes, import charges, export documentation and associated transportation costs are the responsibility of the customer.

Washware Essentials Ltd accepts no liability for delays, customs clearance or transportation once goods leave our premises.

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
- Damage occurring during transport after delivery
- Freezing, frost damage or environmental exposure
- Limescale or mineral build-up

1.8 Exclusive Remedy

Subject to any statutory rights which cannot lawfully be excluded, the remedies set out in this warranty constitute the customer's sole and exclusive remedy for any defect covered by this warranty.

Where a valid warranty claim is accepted, Washware Essentials Ltd's obligation shall be limited, at its sole discretion, to:

- Supplying replacement parts
- Repairing the product
- Replacing the product or defective component
- Requiring the product to be returned for inspection, repair or replacement

No other remedies, including reimbursement of labour, installation, removal, transportation (except where expressly agreed), loss of profits, loss of use or consequential losses, shall apply except where required by applicable law.

1.9 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
- Installation costs
- Removal costs
- Recommissioning
- Access equipment
- Scaffolding
- Travel costs
- Plumber or electrician charges
- Contractor call-out fees

1.10 Claim Procedure

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

- Proof of purchase
- A description of the issue
- Supporting photographs and/or videos (where applicable)
- Any additional information reasonably requested by Washware Essentials Ltd to assist in diagnosing the fault.

Washware Essentials Ltd reserves the right to request further information, photographs, videos, water pressure readings, maintenance records or other evidence where reasonably required to assess a warranty claim.

Washware Essentials Ltd reserves the right to reject or delay a warranty claim where sufficient information is not provided to establish the nature or cause of the alleged fault.

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

1.11 Disclaimer of Implied Warranties

Nothing in this warranty excludes or limits any statutory rights which cannot lawfully be excluded under applicable law.

1.12 Transferability

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

1.13 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.

1.14 Misuse

Washware Essentials Ltd reserves the right to reject warranty claims where products have not been maintained in accordance with the installation and maintenance instructions.

1.15 Commercial Products

These products are intended for commercial use and require routine maintenance. Replacement of serviceable components such as valves, cartridges, filters, seals, batteries, sensors and other consumable or serviceable components which may form part of normal maintenance and does not necessarily indicate a manufacturing defect.

2. Specific Warranty – Bottle Fillers and Drinking Fountains (extra to above standard warranty)

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

2.1 Water Inlet Filtration Requirement

Warranty claims relating to taps, valves and other water control components will not be accepted unless a suitable Y-strainer or approved filtration device has been installed in accordance with the installation instructions. Washware Essentials Ltd reserves the right to request proof of filtration for any warranty claim.

The Y-strainer or approved filter must remain installed and be maintained throughout the life of the product.

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

For valid warranty claims relating to taps, push buttons, valves, cartridges or similar serviceable components, Washware Essentials Ltd will normally supply replacement parts only.

These parts must be installed by the customer's installer, contractor or maintenance personnel.

Washware Essentials Ltd does not provide on-site labour or installation services.

2.3A Exclusive Remedy

The remedies provided under this section constitute the customer's sole and exclusive remedy in relation to any warranty claim for bottle fillers and drinking fountains. Washware Essentials Ltd's responsibility is limited to the repair or replacement of defective parts or products, at our sole discretion, and does not include on-site labour, installation, removal, plumbing costs or transportation costs unless expressly agreed in writing.

2.4 Return for Repair

Where Washware Essentials Ltd reasonably requires inspection of the complete product, the customer shall return the product to our warehouse at their own cost. The product must be suitably packaged. Damage occurring during return transit due to inadequate packaging remains the responsibility of the customer. Where no manufacturing defect is found, the customer shall also be responsible for the cost of returning the product back to their address.

2.5 Exclusions

This warranty excludes faults 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
- Damage occurring during transport after delivery
- Freezing, frost damage or environmental exposure
- Limescale or mineral build-up

2.6 Inspection

Washware Essentials Ltd reserves the right to request photographs, videos, pressure readings, water quality information or other evidence before determining whether replacement parts or return of the product is required.

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
- Installation costs
- Removal costs
- Recommissioning
- Access equipment
- Scaffolding
- Travel costs
- Plumber or electrician charges
- Contractor call-out fees

For all warranty enquiries, contact Washware Essentials Ltd at: enquiries@washwareessentials.co.uk