

TOWEL LADDER (HEATED/NON HEATED) WARRANTY INFORMATION –ACCESSORIES

Warranty Exclusions

- There is a failure to follow installation instructions
- Evidence cannot be provided that the goods was installed by a licensed tradesman.
- Product is used other than in with specifications.
- Harsh detergents or abrasive cleaners are used on any finishes of the Good.
- No adequate access to products, fittings and fixtures to undertake warranty repairs

Warranty Period

We offer

- Structure: **5 year** warranty
- All finishes have a **2 year** replacement warranty
- All products have a full **1 year** in house labour warranty from date of purchase

Warranty Period above commences on the date of purchase or, where the Product is installed in a new building, the date of handover in the building's warranty period. For clarity, if the Product is installed in a building that is not a new building (for example as part of renovation work), the Warranty Period for that Product will commence on the date of purchase of that Product.

How to apply warranty

Please email the following document to ect_sales@outlook.com

- Proof of purchase
- Evidence or proof of the goods was installed by a licensed tradesman.
- Picture of the product