

The Veldeau 5 Year Guarantee is a comprehensive warranty against manufacturing defects on all products we supply except where specifically stated, and subject to the Terms & Conditions below:

1. The 5 Year Guarantee applies when:
  - 1.1. Products are installed for domestic use only (1 year for a commercial installation).
  - 1.2. Products are installed correctly according to our fitting instructions by a suitably qualified person, and in a well ventilated room or environment. Failure to provide adequate ventilation through extraction may invalidate the guarantee.
  - 1.3. Furniture is not used in a wet-room situation and is not subject to frequent direct contact with water, which is a corrosive agent if left lying on any surface.
  - 1.4. All wet connections such as taps and cisterns are installed by a qualified Plumber in accordance with current local and national regulations.
  - 1.5. All electrical products have been installed by a qualified Electrician in accordance with current regulations.
  - 1.6. Panel products such as doors and fascias have been stored flat at normal room temperature prior to installation to avoid warping.
  - 1.7. The claimant is the original purchaser of the products and has proof of purchase.
2. In the event of product failure due to a manufacturing fault, Veldeau will supply a replacement free of charge, or if it is no longer available, a nearest equivalent.
3. The guarantee is limited to cover the products supplied only and does not include any associated installation costs, consequential loss or claims for damage.
4. The guarantee may be invalidated if products have been accidentally or willfully damaged, unprofessionally modified, or have been neglected in care or subject to regular avoidable direct contact with water. Care & Maintenance Guides and Fitting Instructions are available with each product or can be requested from our Customer Services Team on 01432 367 367.
5. Moving, working and wearing parts are covered by a 12 month warranty from date of purchase and subject to normal usage.
6. Natural products such as solid oak and marble or granite may display variations in composition, shade and pattern which is a characteristic of their appeal and is not covered by guarantee.
7. Any claim must be made through the Veldeau Dealer who originally supplied the product.
8. The terms of this guarantee do not affect the consumer's statutory rights.