

Guarantee and Liability

1.1 We will at our option rectify or replace such of the goods as are shown to our reasonable satisfaction to contain material defects in design, materials or workmanship within the number of years from the date of delivery detailed below. This does not apply if you have not paid us the price for the goods and all related charges in full, or to goods that have not been properly installed, used and maintained under normal domestic conditions in accordance with our instructions, or have been altered or repaired or re-installed without our approval.

- Bathroom and Kitchen Taps and Mixer Taps – 10 years parts, 1 year labour (gold, painted and other special finishes – 3 years finish).

Updated guarantee applies only to products purchased on or after 1st April 2021. See Technical Data Sheets on www.bristan.com for specific product guarantees.

- Bristan Essentials Taps and Mixer Taps, Thermostatic Taps and Mixer Taps – 5 years parts, 1 year labour (gold, painted and other special finishes – 3 years finish).
- Mixer Shower Valves and Accessories – 5 years parts, 1 year labour (gold, painted and other special finishes – 3 years finish).
- Electric Showers and Power Showers – 2 years parts, 1 year labour.
- Pumps – 3 years parts, 1 year labour.
- Commercial Taps and Showers – 1 year parts.
- Kitchen Sinks – 25 years parts, 1 year labour (10 years parts for the Easyfit Kitchen Tap)

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Periodically we may offer end users enhanced guarantee periods on certain goods. To ensure you benefit from these offers you will need to visit our website www.bristan.com/guarantees and comply with all the registration requirements for these enhanced guarantee periods to be accepted by us.

1.2 Should we so require, we must be given every opportunity to inspect and test the goods concerned, if at all possible in situ as first installed, and we will need to see our applicable batch and delivery note details. If any of the goods concerned prove to our reasonable satisfaction not to be defective, or you give us the wrong batch or delivery note details, we will be entitled to make a reasonable charge for our efforts in establishing whether they fall within our obligations under condition 1.1.

1.3 The terms implied by sections 13 to 15 of the Sale of Goods Act 1979 and the terms implied by sections 3 to 5 of the Supply of Goods and Services Act 1982 are, to the fullest extent permitted by law, excluded from these GTCs.

2 Except as agreed by us in writing and, in addition, the return of the goods is within 3 months of the original delivery date to you, you will not in any circumstances return any of the goods to us, unless they fall within our obligations under condition 5.1.1, and where the property in any of the goods returned to us has passed to you, they will nevertheless remain your property and at your risk unless we have agreed otherwise in writing before their return.

3 Except as stated above, we will not be liable for any direct, consequential or other loss, damage or injury suffered or incurred by you, and you will indemnify us fully against any claims made by third parties, in respect of the goods or otherwise arising from the contract. Our liability will in any event be limited to the price paid for the goods concerned. Nothing contained in the contract will, however, be treated as excluding or restricting any liability on our part for death or personal injury resulting from our negligence.

4 Except as stated above, and to the fullest extent permitted by law, all conditions, guarantees and representations, whether express or implied, statutory or otherwise in relation to the goods (other than such as relate to title to the goods) are excluded.

5 You acknowledge that our prices for the goods reflect these GTCs, and accordingly that you accept the above limitations on and exclusions of liability in exchange for those prices.