

WARRANTY & RETURNS POLICY AND PROCEDURE

It is important that you read and understand this document. Your rights and responsibilities are explained.

We will repair or replace your seat if it is found to be faulty in materials or workmanship during a two-year period after purchase. Please inspect your seat carefully on delivery and in the unlikely event that you are not happy with it please return it for a replacement or refund. Please read and follow the "Care of your Seat" information overleaf. It is full of sound advice and could prevent unwitting damage occurring. Once your seat has been installed you will appreciate that it is non - returnable, consequently we reserve the right to either repair (usually in the case of minor problems) or replace components or the complete seat, at our sole discretion.

Should this be the case please follow the following procedure as far as possible, to help us deal with the problem quickly and efficiently.

First contact your supplier with a description of the fault and if appropriate a photograph. This will help us determine the best course of action. If you are advised to return the seat, please take special care in the packing – using the original packaging, if possible and being sure to always replace the cardboard protective layer between the seat and lid. The hinges should be carefully wrapped to prevent damage to the timber or other seats, if stacked. Under no circumstances should "Bubble Wrap" be used and adequate insurance should be taken, as we will not be liable for loss or damage in transit.

We do however specifically exclude damage caused by customer's misuse of the seat including not keeping the seat and hinges clean and dry and by sitting or standing on the lid.

Should you experience problems with your seat, which are not covered by the warranty, please follow the procedure outlined above and we will offer any assistance that we can. In these cases an estimate of the costs involved will be agreed before any remedial work is undertaken.

Please be aware that the lids of our seats are not designed to be sat or stood on. If you do sit or stand on the lids you are almost certain to damage the finish or break the hinges. Such damage is not covered by the warranty and can be very expensive to repair.

Your statutory rights are not affected.

CUSTOMER CARE LINE: 01844 353477