

## **THE BIG BATHROOM SHOP GUARANTEE**

Big Bathroom Shop products are manufactured to high standards and undergo quality checks and testing throughout their manufacturing process.

To prolong the life of your Big Bathroom Shop product and to ensure its optimum performance, your product should be assembled, installed, cleaned and maintained according to the instructions and guidelines provided for your product. Installations should also conform to any applicable national or local authority regulations or relevant British Standards. A failure to do this will invalidate this guarantee.

### **Our Guarantee**

Big Bathroom Shop offers a free of charge extended guarantee on many of its products.

Big Bathroom Shop will offer to repair or replace your product for the duration of the specified guarantee period, starting after the date of delivery, if it is determined that the product is faulty or defective because of the materials used or the processes undertaken during its manufacturing. Please note that this guarantee does not cover serviceable parts, such as cartridges for shower valves and taps; wear and tear, or deliberate or accidental damage.

### **How to make a claim**

To submit a claim under this product guarantee, please contact [bigbathroomshop.co.uk](http://bigbathroomshop.co.uk) via one of the following methods:

Phone: 0330 027 1032

Email: [info@bigbathroomshop.co.uk](mailto:info@bigbathroomshop.co.uk)

Chat: Available on [www.bigbathroomshop.co.uk](http://www.bigbathroomshop.co.uk)

Post: Big Bathroom Shop, Units 1 & 2 Dawson Court, Billington Road Industrial Estate, Billington Road, Burnley, UK. BB11 5UB

When submitting a claim under this guarantee, Big Bathroom Shop may request proof of purchase or proof of original installation, as well as photographic evidence of any claimed defects.

Big Bathroom Shop may request that products are collected or returned for testing to establish that a manufacturing defect exists.

### **Other information**

If a product is replaced or repaired under this guarantee, the remaining period on the original guaranteed product will be transferred to the new replacement product.

This guarantee provides for the supply of a like-for-like replacement product or the repair of the defective product only; any costs associated with removal and installation of the product are not covered.

This guarantee will be invalidated should products be used for purposes for which they were not designed or if they were not installed or maintained according to the instructions provided. In some circumstances, such as where a replacement product is no longer available, Big Bathroom Shop may offer a refund proportionate to the age or condition of the product and the original price paid.

This guarantee applies only to products installed in the United Kingdom.

This guarantee is in addition to and does not affect your statutory rights. For further information on your statutory rights, please contact your local [Citizens Advice Bureau](#).

### Heating Guarantees

Product Category/Type	Guarantee Period (Years)	Exclusions from Guarantee	Exclusion Guarantee (Years)
Designer Steel - All RALs	20		
Chrome Plated Steel	10		
Compact Steel	10		
Stainless Steel	20		
Aluminium	10		
Cast Iron	10		
Heated Towel Rails - All RALs	10		
Heated Towel Rails - Chrome Plated	10		
Thermostats	2		
Elements	2		
Electric Heaters	10	Electrical Components	2
Electric rads (Dry Ardu)	10	Thermostat	2
Electric rads (Glycol)	20	Element	2
Electric HTRs (Glycol)	10	Element	2
infrared Heaters	10		
Manual Valves	5		
Thermostatic Valves	5		
Covers / Pipe Sleeves / Wall Stays	5		
Wifi Hubs / TRVs	2		
Bleed Valves	2		
Radiator Feet	10		
Brands			
UFH Mats	Lifetime		
UFH Foil Mats	Lifetime		
UFH Loose Cable	Lifetime		

## Bathroom Guarantees

Product Category/Type	Guarantee Period (Years)	Exclusions from Guarantee	Exclusion Guarantee (Years)
Ceramic	10	Cistern Fittings	2
		Toilet Seats	2
		Flush Kits & Levers	2
Resin & Marble Basin	10	N/A	N/A
Spa Toilets	10	Electronics	2
Wall frames	5	Cistern Fittings	2
Acrylic Shower Trays	10	Shower Wastes	2
Stone Resin Shower Trays	10		
Drains	5	N/A	
Shower Enclosures	10	Seals, hinges and rollers	2
Bath Screens	10	Seals, hinges and rollers	2
Furniture (Including cabinets and WC units)	5	Hinges , draw runners, etc	2
Shower Systems and Kits	10	Hoses and hose brackets	2
		Nipples	2
		O rings	2
		Diverter	2
		Cartridges	2
Outdoor showers	10	Hoses	2
		O rings	2
		Diverter	2
		Cartridges	2
Brassware	10	Hoses	2
		Nipples	2
		O rings	2
		Diverter	2
		Cartridges	2
Digital showers valves	5	Electronics	2
Baths (including Whirlpools & painted baths)	10	Whirlpool serviceable parts (Pumps, jets, filters sensors/switches)	2
		Panels	5
Accessories	2		N/A
Mirrors	2		N/A
LED Mirrors	5	all parts included	N/A
LED Cabinet	5	all parts included	N/A

Version	Amendments	Date
1.0	Creation	25 <sup>th</sup> November 2024

