



### 1. Warranty:

To qualify for your warranty, please register the purchase of your product within 14 days of purchase.

**1.1** Subject to the exclusions detailed in section 2.0 below, Thomas Dudley Ltd will replace non-wearing parts of each of the following products where those non-wearing parts are deemed to be defective within the periods specified below, effective from the date of purchase.

Dudley Product	Warranty Term
<b>Dudley Concealed WC Cisterns</b>	
Lever Operated	5 years
Push Button Operated*	3 years
<b>Dudley Exposed WC Cisterns</b>	
Lever Operated	5 years
Push Button Operated	3 years
<b>Dudley Wall-Hung Sanitaryware Support Frames &amp; Brackets</b>	
Frames & Brackets	5 years
Integral Cisterns (supplied fitted to frame)	3 years
<b>Dudley Flushing Syphons</b>	5 years
<b>Dudley Flushing Valves</b>	3 years

*\*Dudley push buttons, push plates, flush plates and pneumatic flush valves include 3 years warranty if purchased with a Dudley cistern or Illusion frame. If purchased separately, a 12 month warranty applies.*

**1.2** Thomas Dudley Limited will replace free of charge any non-wearing parts that are deemed to be defective in workmanship or materials. Warranties will be null and void if products have been installed or serviced in a manner that is not in accordance with the instructions provided with that product or the purpose for which the product is intended.

**1.3** Products deemed to be defective will, at the Company's discretion, be repaired or replaced by the Company if:

- ~ The Company receives notification of the defect within the warranty term period.
- ~ The product is not altered, amended or interfered with. The Company reserves the right to test and inspect any product.
- ~ The defect does not occur due to incorrect storage or installation, fair wear and tear, wilful damage or abnormal use.

### 2.0 Exclusions

**2.1** Thomas Dudley Ltd shall be relieved of all liabilities and for the costs of consequential damage to property or people resulting from:

- ~ The misuse of products.
- ~ Over tightening.
- ~ Failure to install or service a product in accordance with the instructions provided.
- ~ The use of bleach and other substances in the toilet cistern that may affect the performance of the products.

### 3.0 Liability

**3.1** The Company does not limit or exclude its liability under these conditions for:

- ~ Breach of the Terms and Conditions implied under Section 12 of the Sale of Goods Act 1979, as amended by the Sale of Goods Act 1994.
- ~ Death or personal injury caused by the Company's negligence or that of its employees, agents or sub-contractors.
- ~ Defective products under the Consumer Protection Act 1987.

**3.2** The Company's total liability shall be limited to free of charge replacements.

**3.3** The Customer acknowledges the limitation of the Company's liabilities and agrees that it is the customer's responsibility to return products to the Company for examination and to insure against any loss or damage in excess of the Company's liability.