

# WARRANTY INFORMATION

In the unlikely event that you should experience any defect in the materials or workmanship of your new fireclay sink, Shaws carries a limited lifetime warranty on Shaws Brand fireclay products.

Shaws will replace without charge any Shaws branded sink supplied by them after 1st January 2017 that in their reasonable opinion is defective, with an equivalent replacement for as long as the original consumer purchaser owns his or her home. This warranty only applies to the original purchaser, only relates to sinks used in private residences and which have been installed in accordance with any installation instructions specified by Shaws. This warranty ceases to be effective if the sink is moved from the original location that it was installed in to a new or separate residence. The warranty only applies to normal residential use provided that the relevant sink has been used and cleaned in accordance with any procedures specified by Shaws at the time of buying and has not been damaged due to misuse or negligence by the buyer. In the event that there is a need to make a claim under this warranty, **the owner should contact their original point of purchase for further information**. Please note that you will be required to provide proof of purchase by way of receipt.

Replacement provided under this warranty excludes transportation and any labour costs for removal or re-installation. This warranty does not extend to any indirect or consequential losses caused by the defect of the product. In no event shall the liability of Shaws exceed the purchase price of the product. In the event of a claim Shaws has the right to inspect the sink and you will permit our employees or representatives access to do this on reasonable notice.

**For the avoidance of doubt, Shaws is not liable if the product is:**

- Damaged in transit
- Not properly installed
- Modified in any way
- Damaged as a result of the actions of the customer
- Subject to improper maintenance or care
- Exposed to corrosive chemicals or other such agents
- Used in a commercial environment

**Shaws fireclay sinks are hand-made and every sink is unique. The following items are considered part of the character of a hand-made traditional product.**

- There is a normal manufacturing tolerance on all dimensions of +-2%
- Variation in straightness of sides
- Variation in hand-applied glaze finishes
- Shaws sinks are designed to have flat bottoms, therefore slow drainage can be expected

This warranty does not affect your statutory rights and does not limit our liability in a case of death or personal injury arising from a defective product.