

WARRANTY INFORMATION

We are happy to provide a 1 year limited warranty on our ceramic hand basins.

Our warranty is your peace of mind that the workmanship in your product is free of defects when subject to normal application, careful maintenance and sensible use.

Your ceramic hand basin is designed for normal daily use in your bathroom or powder-room. A natural patina of ageing is to be expected and may include the development of a fine surface crackle in glazes, a softening of surface sheen or slight changes in depth of colour. This is all part of the desirability of this hand-made product.

Please read the Care and Maintenance document provided with your basin carefully.

The warranty covers workmanship for 1 year from the date of purchase when subject to normal use and care in an appropriate location. The following conditions apply:

- The warranty does not cover change of mind.
- The warranty does not cover changes in surface due to the ageing of this handmade product.
- The warranty does not cover damage due to rough handling during installation.
- The warranty does not cover the normal variations in colour and finish which are to be expected across this range of products.
- The warranty does not cover accidental damage caused by impact.
- Care should be taken when using, moving and installing basins.
- Damage due to mishandling, impacting or overloading of basins is not warranted.
- The warranty does not cover everyday wear and tear of surfaces.

Making a warranty claim

All shipments are fully insured. Please thoroughly inspect your basin immediately upon arrival. In the unlikely event that any damage has occurred during transit, please contact us immediately with supporting photographs. All claims must be made within 48hrs. of receipt of goods.

