

# Warranty

## **CWD-1000**

### **1 Year Full Replacement Warranty**

**Coverage:** This warranty covers any defects in materials or workmanship for a period of one (1) year from the date of purchase. During this period, if your CDW-1000 experiences any issues resulting from manufacturing defects, we will replace the product in its entirety.

#### **Conditions:**

1. The warranty is applicable only to the original purchaser and is non-transferable
2. Proof of purchase, such as a valid sales receipt or order confirmation, is required for all warranty claims.
3. The warranty does not cover damage caused by misuse, unauthorized modifications, accidents, or normal wear and tear.
4. Any attempt to disassemble or repair the CDW- 1000 by unauthorized personnel will void the warranty.

### **Retro fit seat Bidet – Return to Base Warranty.**

All Retro fit Seat Bidets that we supply come with a total:

-2 Year Limited Warranty.

(1 Year Standard Manufacturer's Warranty + 1 Year Complimentary Parts & Labour Warranty)

- First Year: All Postage and full replacement are covered under Warranty.\*
- Second Year: Parts and Labour are covered under Warranty. Postage costs apply.
- Extended Warranties of up to 2 years extra can be offered during the initial 2 Year Warranty period.
- This can extend the Warranty period up to a total of 4 years.
- Extended Warranty covers Parts and Labour. Postage costs apply.\*
- \*Accidental Damage to External Parts will not be covered under Warranty\*

### **'Throne' –smart Integrated Toilet Systems– Return to Base Warranty**

All supplied models in the Throne Range come with a total:

-5 Year Standard Manufacturer's Warranty for the Throne Base.

(The Warranty for the Throne Base cannot be extended.)

-3 Year Limited Warranty for the Throne Electric Top Unit.

(1 Year Standard Manufacturer' s Warranty + 2 Year Complimentary Parts & Labour Warranty)

- First Year: All Postage, Parts & Labour costs are covered under Warranty.\*
- Second & Third Year: Parts and Labour are covered under Warranty. Postage costs apply.
- Extended Warranties of up to 2 years extra can be offered for only the Throne Electric Top Unit during the initial 3 Year Warranty period.
- This can extend the Throne Electric Top Unit' s Warranty period up to a total of 5 years.
- Extended Warranty covers Parts and Labour, Postage costs apply.\*
- \*Accidental Damage to External Parts or Base is not covered under Warranty\*

#### **Bidet Filters-Manufacturer' s Warranty**

All of our supplied Filters come with a total:

-6 Month Full Replacement Manufacturer' s Warranty (from date of purchase).

- Filters are guaranteed for up to 6 months of usage.
- We recommend to replace your Bidet Filter every 6- 8 months.
- Manufacturer faults & postage costs are covered under Warranty.\*
- Proof of manufacturers fault is required before sending a replacement product/ part.
- \*Accidental Damage is not covered under Warranty\*

#### **Handspray/Handspray Kits-Manufacturer' s Warranty**

All supplied Handspray products come with a total:

-1 Year Full Replacement Manufacturer' s Warranty.

- Manufacturer faults & postage costs are covered under Warranty.\*
- Proof of manufacturers fault is required before sending a replacement product/ part.
- \*Accidental Damage is not covered under Warranty\*

### **Silverex Shower Head (ss1)-Manufacturer's Warranty**

The Silverex Shower Head comes with a total:

-1 Year Full Replacement Manufacturer's Warranty.

- Manufacturer faults & postage costs are covered under Warranty.
- Proof of manufacturers fault is required before sending a replacement product/part.
- \*Accidental Damage is not covered under Warranty

### **Spacer/Riser-Manufacturer's Warranty**

Our Toilet Spacers/Risers come with a total:

-1 Year Full Replacement Manufacturer's Warranty.

- Manufacturer faults & postage costs are covered under Warranty.\*
- Proof of manufacturers fault is required before sending a replacement product/part.
- \*Accidental Damage is not covered under Warranty\*

### **3-in-1Care Arms-Manufacturer's Warranty**

Our 3-in-1 arms come with a total:

-1 Year Full Replacement Manufacturer's Warranty.

- Manufacturer faults & postage costs are covered under Warranty.\*
- Proof of manufacturers fault is required before sending a replacement product/part.
- \*Accidental Damage is not covered under Warranty\*

### **Bariatric Rails-Manufacturer's Warranty**

Our Bariatric Rails come with a total:

-1 Year Full Replacement Manufacturer's Warranty.

- Manufacturer faults & postage costs are covered under Warranty.\*
- Proof of manufacturers fault is required before sending a replacement product/part
- \*Accidental Damage is not covered under Warranty\*