

## 1.0 Warranty

***SIAMP offers a 10 year warranty (unless stated below) for all products, excluding wearing parts\****

**To make a valid warranty claim, you need to provide a proof of purchase, such as a till receipt or e-receipt, which shows the date, retailer, and item purchased.**

- 1.1** Subject to the exclusions detailed in section 2.0 below, Siamp 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.

### **Concealed WC Cisterns:**

- Push button operated: 10 Years with 2 years on the wearing parts
- Push plate operated: 10 Years with 2 years on the wearing parts

### **Exposed WC Cisterns:**

- Push button operated: 10 Years with 2 years on the wearing parts

### **Wall-hung Sanitaryware Support Frames and Brackets:**

- Metal Frames and Brackets: 10 Years
- Integral cisterns and components incorporated into frame systems: 10 Years with 2 years on the wearing parts

### **Valves:**

- Flushing Valves: 10 Years with 2 years on the wearing parts
- Inlet Valves: 10 Years with 2 years on the wearing parts

### **Electronic and Touch Free:**

- Electronic WC Flushing: 2 years

### **Toilet Seats:**

- Toilet Seats: 2 Years

### **Pushbuttons and Push Plates:**

- Push buttons, Push plates, Flush Plates and Valves: 2 years when purchased separately

- 1.2** Siamp 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** Siamp Ltd shall be resolved of all liabilities and for the costs of consequential damage to property or people resulting from:

- The misuse of products.
- Over tightening.
- Use of silicone sealant, plumbers mate or other types of sealing compounds
- 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.

**3.4** Siamp Ltd shall under no circumstances whatsoever be liable to the customer under this warranty for any loss of income, loss of profit or any indirect or consequential loss howsoever arising (including costs of dismantling, installation or water damage)

\*Wearing parts typically include items like rubber seals, push buttons, cables, and plastic/metal springs because these components are subject to friction, repeated use, and exposure to environmental factors which can cause them to deteriorate over time, necessitating replacement.