

RESTORATION HARDWARE

JEE-O Conditions of Warranty

The warranty is valid from the purchase date of the product, subject to submission of the original receipt. The warranty applies only to normal domestic use and provided the assembly and maintenance instructions have been observed. The warranty does not apply when a fault is caused by an accident, incorrect use, neglect, incorrect maintenance, incompetent use, natural events and/ or unforeseen circumstances. Damage as a result of wear and tear or caused by impact or accidents does not fall under the warranty. The distributor of JEE-O issues the warranty.

1. Scope of application

The warranty scheme applies to all showers sold by us or one of our dealers under the name of JEE-O. The conditions of warranty apply to the country of purchase, taking into account the safety regulations and technical standards that apply in the country of purchase.

2. Certificate of warranty

Our products comply with the state of the art, the applicable standards for drinking water systems, building and inspection principles. We warrant that our products are irreproachably constructed, manufactured and delivered, and that they will perform reliably when used correctly and treated in accordance with our maintenance instructions. In the unlikely event that you encounter a problem with our products, we will provide a fast and professional service.

3. Warranty period

The warranty period is 2 years after the product purchase date. To make a claim under the warranty, you must submit the receipt - clearly stating the purchase date - and proof of (proper) annual maintenance. The product must be maintained on a regular basis. The annual maintenance frequency depends on where the JEE-O shower is installed. The warranty period is not renewed or extended on account of repairs or spare parts supplied during the warranty period.

4. Performances under the warranty

4.1. within the aforementioned 2-year warranty period, we will deal with all manufacturing faults to the product that can be attributed to an error for which the manufacturer is responsible (for restrictions, see under 4.5 and 4.6). The service department will inspect the product and use its expertise to decide if the fault falls under the warranty.

4.2. The fault will be repaired to the extent that faulty parts are repaired or replaced with new parts, at our discretion, in the course of which exchanged

parts become our property.

4.3. During the warranty period referred to under 3, the parts, labor, transport and packaging costs required for resolving the fault are not charged (on the condition that the product is accessible to carry out repairs, at no extra cost). Call-out charges apply after the first year of the warranty period has lapsed.

4.4. When a justified complaint cannot be resolved with the available means within a reasonable period of time or if we are unable to carry out the repairs or they are unacceptably delayed, we are prepared to supply a replacement product free of charge. We will decide what constitutes a suitable replacement product on the basis of our expertise.

4.5. The following fall outside our performance under the warranty: Damage or faults caused by intent or neglect. Damage caused by ignoring the applicable assembly and maintenance instructions, as well as ignoring the written information about the scope of application of our products. Breakdowns due to dirt or scale on the products and parts, as well as outdoors use of the shower, resulting in frost damage.

4.6. A claim under the warranty lapses when work is carried out by unauthorized persons or if foreign parts are used.

4.7. Disassembled, faulty parts/products must be returned to us with an accompanying letter, carriage paid.

5. Claims

In the event of damage to objects or injury to persons which is suspected to have been caused by one of our products, this must be reported to us in writing without delay, so that we can contact our liability insurer. The product in question must be sent to us for assessment purposes.