

TERMS & CONDITIONS

CONSUMER LIMITED LIABILITY WARRANTIES & GUARANTEES POLICY (2021)



1. INTRODUCTION

1.1 LIMITED LIABILITY WARRANTIES & GUARANTEES

Any product covered by a Croydex limited liability warranty or guarantee (for the stated term from the date of purchase) protects against all faults arising due to defective materials or manufacture during normal residential bathroom use only.

1.2 WHAT WE COVER:

If a Croydex product is determined to be defective after investigation by an authorised Croydex technician (either in materials or workmanship), we will replace or repair the product at our own discretion. If replacement or repair is not feasible, we will refund a proportion of the original purchase price based on the remaining term of the warranty or guarantee.

1.3 WHAT WE DO NOT COVER:

The warranty or guarantee does not cover products that have not been installed in accordance with the Croydex supplied installation guide, or products that have been damaged through abuse, misuse, misapplication, fair wear and tear, cleaning, or maintenance activities, in addition to any other activities not in accordance with the Croydex instructions supplied.

2. DISCLAIMER

Responsibility and liability of Croydex will be limited to replacement of a product, or defective part(s), or a proportional refund if it is proved to be defective due to manufacturing insufficiencies.

Incorrect installation, use, maintenance, tampering, and vandalism exclude Croydex from liability.

Croydex shall not be liable for any other expense, loss or damage; whether direct, indirect, incidental, consequential or exemplary arising in connection with the sale, installation, or use of, or the inability to use Croydex products.

The limited liability warranty is in addition to and does not affect the consumer's statutory rights.