

TERMS & CONDITIONS

CONSUMER LIMITED LIABILITY WARRANTIES & GUARANTEES POLICY (2021)



3. RUST-FREE GUARANTEE

3.1 RUST-FREE GUARANTEE DURATIONS

Products advertised as 'rust-free' are guaranteed against rust for the time frame indicated (5 years, 10 years, or lifetime¹, respectively).

¹A lifetime guarantee covers the expected, reasonable lifetime of the product which may vary between items. Our lifetime guarantees are valid for 12 years from the time of purchase.

3.2 HOW TO PROVE YOU ARE COVERED:

To honour your limited product warranty or guarantee, please provide us with valid proof² of the original purchase date so we can verify the product is still within its warranty period. We regret that without a valid proof of the purchase date we may be unable to honour your claim.

²In most circumstances a till receipt or email sales order confirmation stating the date of your purchase may suffice.

3.3 WHAT IS COVERED:

This guarantee covers the appearance of rust under normal usage, only when the product is installed, used and cleaned in accordance with the original supplied instructions.

3.4 WHAT IS NOT COVERED:

This guarantee does not cover corrosion resulting from damage to the protective coating due to the use of abrasive sponges or pads, abrasive cleaners, strong chemical cleaners or metal polish.

3.5 HOW TO MAKE A CLAIM:

In the unlikely event that rust should appear within the guarantee period, we will replace the product or offer a proportional refund at our discretion (relative to the time remaining on the warranty or guarantee).

Simply email our customer support team at info@croydex.co.uk along with a copy of your proof of purchase.

3.6 OFFICE HOURS:

Monday to Thursday: 8.30 am to 5.30 pm.

Friday: 8.30 am to 4.30 pm.

Weekends & Bank Holidays: Closed.