

### **Guarantee terms**

1. Your restored sanitary ware must remain dry and undisturbed for a period of 24 hours from completion of the work. The temperature in the room needs to remain at 20 degrees Celsius for the full 24 hours. If the temperature falls below 20 degrees during that time, you will need to allow a further 24-hour curing period.
2. To preserve the surface in tip-top condition, your restored sanitary ware must only be used for its designed purpose and not for soaking laundry, bathing animals or as a storage bin.
3. You should only clean your sanitary ware with a soft, non-abrasive cloth or sponge, using common household cleaning products such as 'soft' liquid soap or detergents designed for cleaning sanitary ware. Please note: any damage caused by using scouring powders and creams, scouring pads, acids, drain cleaners, bleach, cleaning alcohol, acetone, solvents or strong alkaline chemicals is not covered by this Guarantee.
4. Coloured soap or bath products, including candles, should not be left on the bare surface for long periods of time as they may cause staining. Any colour residue should be cleaned off immediately. Please note: we do not recommend the use of coloured bath bombs, oils or hair dye etc as these may cause staining. Such damage is not covered by this Guarantee.
5. Damage caused by obvious abuse, such as burns, scratches, chips or dripping taps, is not covered by this Guarantee. Damage caused by falling objects, such as metal shower heads, loose metal tap handles, metal plugs, screwdrivers, ladders, shower rails or screens, flowerpots, perfume bottles, etc. is not covered by this Guarantee.
6. Stains caused by contaminated water or limescale build up are not covered by this Guarantee.
7. The reoccurrence of rust is not covered by this Guarantee.
8. Stagnant water resulting from bad or incorrect drainage of the sanitary ware, or dripping taps, will, over a period of time, damage the surface. If such a problem is evident in the sanitary ware the water should be dried out with a soft cloth or towel after each use. This Guarantee does not cover damage of this kind or any latent damage caused by poor installation.
9. Rubber bath mats, children's toys or any product using suction cups should not be used with a resurfaced bath.
10. The Guarantee does not extend to any silicone caulking which may have been replaced during the renovation process.
11. Mendabath UK shall be entitled to recover any travel costs and repair expenses incurred should we be required to return for repairs not covered by this Guarantee.
12. The liability flowing from this Guarantee shall be limited to the resurfacing of the sanitary ware.
13. All guarantee issues need to be reported within 7 days via email. Please include: Invoice number, name, address and photo's of the problem.

**Important note for non-business customers: Your statutory rights as a consumer are unaffected by this Guarantee.**