

# LUSSO

## 15 YEAR GUARANTEE

### WOOD PRODUCTS

Lusso goods are engineered and manufactured to exacting standards. We rigorously test all of our products prior to packaging and shipping to ensure that we are delivering the highest quality goods that are guaranteed to last.

Testament to quality of our wood products, we offer a 15 year guarantee. This guarantee applies to the original purchaser and original installation address only (as stated on the order). The guarantee is non-transferable.

In the unlikely event that the goods fail within the guarantee period, we will offer a replacement or replacement part (or nearest equivalent) free of charge. Liability is limited to individual goods and does not cover consequential loss or damage upon installation.

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- The guarantee does not cover damage during fitting or installation, accidental or malicious damage, improper use, general wear and tear or consequential loss.
  - We require the original proof of purchase to be provided for us to be able to consider any claim submitted, therefore we ask that you provide your invoice upon receipt of the claim.
  - We will respond to the claim and replace any products at our discretion, in part or whole, goods which are defective. If the goods are no longer available, we will endeavour to provide a suitable alternative.
  - All goods must be installed in accordance with the instructions provided by qualified professionals and in accordance with local water bylaws. Failure to comply with correct fitting will void your guarantee.
  - You must allow Lusso to inspect the goods, which may be on-site if we request to do so. The goods should not be removed or destroyed before inspection without our consent.
  - If investigation reveals that the fault is not due to a manufacturing fault or materials defect, a callout charge may be applied.
  - Where we are satisfied that a defect has originated because of faulty manufacturing or materials, we will, at our discretion, repair or replace goods free of charge. If we choose to replace goods that are no longer available, we will replace with a suitable alternative.
  - This guarantee does not cover damage and/or malfunction caused by inappropriate cleaning or cleaning products.
  - Only cleaning products recommended by Lusso should be used.
  - Limescale build-up, corrosion, mould and mildew, and associated issues are not covered under this guarantee.
  - This guarantee only covers the products and/or any spare parts needed to rectify any issues.
  - Lusso cannot be held liable for any reinstallation or fitting costs relating to the replacement of any spare part(s) or replacement product(s).

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#### DEFECTIVE PRODUCTS OUT OF THE BOX:

If your item has been damaged in transit, you must report to Lusso within seven days of receiving your product to comply with our terms and conditions. Anything outside of this time period will be void against guarantee.

For correct installation instructions and cleaning and care, please see our downloadable guides from our website, [www.lusso.com](http://www.lusso.com)

#### FILING A CLAIM:

Please email [help@lusso.com](mailto:help@lusso.com) with the details of your claim and any video or imagery where relevant.