



## Reliance Worldwide Corporation (UK) Ltd

### Warranty Cover - Underfloor Heating Products

- 1.0 Reliance Worldwide Corporation (UK) Ltd (“RWC”) warrants that on delivery, and for a period of time after the date of delivery as described below, the Underfloor Heating Products supplied (“the Goods”) shall be free from material defects in design, material and workmanship.
- 2.0 RWC warrants that all UFH Goods will be covered under this warranty for a period of 2 years following delivery, with the exception of:
- Electronic controls, wiring centers, actuators, zone valve heads and thermostats where such warranty period will be 1 year from date of delivery.

Subject to:

- 1) The Buyer notifying RWC during the warranty period as specified above (and as soon as reasonably practical after becoming aware) that the Goods do not comply with the warranty.
- 2) RWC being provided with a reasonable opportunity to inspect and examine the Goods; and
- 3) The Buyer (if asked to do so by RWC) returning such Goods, within 5 working days of RWC’s request, to RWC’s place of business.

RWC shall, at its discretion and at its cost, either replace or repair the Goods (or the part in question). In the event that the Goods are no longer manufactured by RWC, or the specification of such Goods has changed notably since delivery, RWC will provide alternative Goods of a similar specification and design to those originally delivered to the Buyer.

- 3.0 RWC shall be under no liability for the failure of the Goods to comply with this warranty arising from:
- 3.1 fair wear and tear.
  - 3.2 lack of care of the Goods.
  - 3.3 accidental or willful damage to, or misuse of, the Goods.
  - 3.4 incorrect installation, storage and/or maintenance of the Goods.
  - 3.5 failure to follow RWC’s instructions (whether verbal or in writing) or non-compliance with safety regulations or industry best practice.
  - 3.6 damage caused to the Goods arising from use with water containing sand, salt, debris or harmful chemicals.



- 3.7 the use of faulty ancillary equipment in conjunction with the Goods.
  - 3.8 modification or customization by the Buyer of the Goods without RWC's written authorisation and/or affixing parts and/or consumables that are not recommended by RWC.
  - 3.9 any defects in the drawings, designs or specification supplied by the Buyer (where applicable).
  - 3.10 where the Goods are dismantled by the Buyer or when the Buyer alters or repairs such goods without the written consent of RWC; or
  - 3.11 circumstances beyond the reasonable control of RWC.
- 4.0 This warranty shall not apply to parts including washers, seals or other consumables.
- 5.0 Except as provided in this warranty RWC shall be under no liability to the Buyer in respect of any failure of the Goods to comply with the warranty.
- 6.0 The Buyer shall immediately notify RWC in writing upon discovering any defects in the Goods. The Buyer shall not carry out any remedial work to the alleged defective Goods without first obtaining the written consent of RWC to do so.
- 7.0 If RWC agrees, at its sole discretion, that any Goods are defective then RWC shall at its option either repair or replace such Goods or refund the price of such Goods on condition that the Buyer complies in full with RWC's published Returns Policy. If RWC complies with this clause then this shall be the Buyer's sole and exclusive remedy arising from any such defective Goods and RWC shall have no further liability in respect of such Goods..