

LIMITED LIFETIME WARRANTY

The Riobel product you have purchased carries a Limited Lifetime Warranty on the Chrome, Black, Stainless Steel and Brushed Gold finishes, all working parts and is guaranteed from the initial purchase date against all manufacturing defects. All plastic components are guaranteed for two years.

The warranty offered on our products will be honoured only if the installation is performed by a certified plumber. The warranty does not cover:

- Access charges.
- Installation or removal charges.
- Normal wear of the components.
- Units that have not been installed according to the manufacturer's instructions and in accordance with the rules, codes and laws currently governing plumbing installation.
- All problems resulting from improper care or use of inappropriate cleaning products. Do not use acid detergents, abrasive sponges, metallic pads, alcohol-based detergents, disinfectants or other solvents.
- Damages caused by hard water, lime deposits or sediments.

In case of any problems, the defective parts must be returned correctly packaged with the original proof of purchase to your original retailer. Only Riobel can authorise the replacement of a defective product with an identical or similar product, should the original become unavailable. This warranty is applicable to the original buyer as long as he/she owns the property, with proof of purchase and it is not transferable. This warranty does not cover any labour costs and/or any damages caused during the installation, the repair or the replacement, or accidental or collateral damages, or the freight charges. Riobel does not guarantee its products for monetary value, or offer specific warranties for a specific use, or any explicit, implicit, statutory or tacit warranties other than those described above.

COMMERCIAL LIMITATIONS

In addition to the conditions mentioned above, the warranty period related to any product installed within the context of a commercial application is two (2) years from the original date of purchase by the owner/user, from an authorised retailer. Technical information is subject to change without notice.

MAINTENANCE AND CLEANING

To preserve the look of your product, it should be cleaned with a mild soap, rinsed with clear water and dried with a soft cloth.

Important: Do not use abrasive, irritant or corrosive products (such as detergents or other products containing ammonia). Always rinse and/or clean the tap after having sprayed cleaning products onto other surrounding surfaces (i.e.: mirror, ceramic tile, etc.). The mist of these cleaning products may damage the finish of your tap.

To remove mineral deposits and stains caused by water evaporation, clean the parts with a ½ hot water-½ vinegar solution, or leave them to soak in this solution. Protect their finish with non-abrasive wax (which does not contain polishing paste).

This warranty does not affect your legal rights.

CONTACT

To make a claim under the Limited Lifetime Warranty contact our customer services team on +44 (0) 1952 221 100 or email customerservices@riobel.design

www.riobel.design