

7 Year Warranty

The world's most luxurious  
bathtub material since 1998



# Commercial Warranty

The manufacturer, warrants its baths and basins to be free of defects in materials or craftsmanship for a period of 7 years from the date of delivery. The manufacturer's liability under this warranty is limited to the repair or replacement of the bath or basin, if defective in the opinion of the manufacturer, or its representative. The warranty does not cover normal wear and tear or any consequential loss resulting from a defect in the product. Claims from any entity who was not the original purchaser of the product will be considered invalid. For further details visit our website at [www.dadoquartzbathware.com](http://www.dadoquartzbathware.com)

## Full Commercial Warranty Terms & Conditions DADOquartz® Bathtubs & Basins

DADOquartz®, hereinafter referred to as "DADOquartz®", provides the following commercial guarantee on the products as detailed herein: Bathtubs and basins made from DADOquartz®, hereafter referred to as "products".

DADOquartz® guarantees that all products will be free from defects in materials and craftsmanship during use in commercial or business environments for a period of 7 years from the date of purchase.

An environment is deemed commercial or business should any payment or emolument be made for the use of the product during its lifetime. Items not purchased directly from an Authorised Dealer will not apply. We guarantee that all products will be free from defects in materials and craftsmanship from the date of purchase regardless of the delivery or installation date, and for the lifetime of the product.

Warranties only apply to first-time owners. Therefore, the name that appears on original invoice. Written notice of any defect must be given within ten days of the time the defect is discovered and must be accompanied by proof of purchase and contact details of the installer. Warranty is void if the products are not water tested prior to installation or if not installed per our installation instructions and by a professional/licensed plumber or installer.

DADOquartz® will not be responsible for the cost of removing or reinstalling the bathtubs, or costs associated with any adjacent materials. DADOquartz® does not warrant leaks associated with improper waste and overflow installation. Blemishes, air holes or casting marks on the underside of the bathtub are not considered defects and do not affect the performance or quality of the bathtub.

Due to the inherent nature of the natural stone and its appearance, slight variations in the surface of the product are not considered defects or flaws. Variations in the surface do not compromise the structural integrity of the product. Tolerance on dimensions:  $\pm 5\%$ .

Exposure to strong chemicals may cause damage to the product and will result in the product warranty being void. The guarantee does not cover defects, damage or failure caused by the installer, carrier, user or any other person. Chips, cracks and scratches can be repaired by a qualified technician at the owner's/user's expense. The following is specifically excluded under this warranty: careless handling; modification of any type for any reason; connections supplied by the installer; misuse; incorrect or improper maintenance; incorrect or inadequate water use; use of improper cleaners and/or chemicals; lack of maintenance; or extraordinary acts of God.

Display floor models and overstock sale units are excluded from this guarantee. DADOquartz® is not liable for incidental or consequential damage, loss of time, inconvenience, incidental expenses, labour or material charges, or any other costs related to the sale of products, or the application of any warranty or from any cause such as water damage to carpeting, floors or ceilings. The warranty does not include labour, transportation or other costs incurred in the removal and/or re-installation of the original unit or replacement unit.

Costs related to obtaining access for repair are not covered. The warranty is limited to the repair and/or replacement of the products.

Please remember to register your warranty on the DADOquartz® website [www.dadoquartzbathware.com/warranty-registration/](http://www.dadoquartzbathware.com/warranty-registration/)  
To file a claim, please contact us at [support@dadoquartzbathware.com](mailto:support@dadoquartzbathware.com) should your warranty be registered. If the warranty is not registered please visit the following link to file a claim [www.dadoquartzbathware.com/warranty-claim/](http://www.dadoquartzbathware.com/warranty-claim/)

South African distributor: DADOcreations

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