

warranty



Lifetime Warranty

*The world's most luxurious
bathtub material since 1998*

The manufacturer, warrants its baths and basins to be free of defects in materials or craftsmanship for a period of twenty-five 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

South African distributor: DADO Creations

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warranty - bathtubs & basins, made from DADOquartz®

All our products are covered by our Lifetime Warranty.

The complete version can be found on our website. Herewith highlights:

Limited residential guarantee on bathtubs and basins made from DADOquartz®. Items not purchased directly from DADO Creations or 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, name that appears on original invoice.

Written notice of any defect must be given within ten days of the time the defect was 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.

DADO Creations will not be responsible for the cost of removing or reinstalling the bathtubs, or costs associated with any adjacent materials. DADO Creations 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: $\pm 5\%$. Coloured surfaces have a 1-year warranty.

To maintain the integrity of your DADOquartz® bath or basin, avoid exposing it to sudden and extreme temperature fluctuations of 40°C or more. This applies to both ambient temperature shifts and the filling of your bath or basin with water that is drastically hotter or colder than its current state. To prevent such fluctuations, ensure that the geyser temperature is set to not exceed 55°C (130°F). Exposure to water temperatures above this limit may cause material damage and will void the warranty.

Exposure to strong chemicals may cause damage to the product and will result in the product warranty to be 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; exposure to extreme thermal shocks exceeding guidelines, lack of maintenance; or extraordinary acts of God.

Display floor models and overstock sale units are excluded from this guarantee.

DADO Creations is not liable for incidental or consequential damage, loss of time, inconvenience, incidental expenses, labor 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 labor, 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.

Installation and Product Suitability Disclaimer

All DADOquartz® products must be installed in full compliance with the applicable local building and plumbing regulations. It is the responsibility of the installer, contractor, or property owner to ensure that the selected product model and its installation meet the regulatory requirements of the region in which it is used. DADOquartz® and its manufacturer cannot be held liable for any damage, non-compliance, or warranty claims resulting from incorrect product selection, improper installation, misuse, or failure to comply with applicable local regulations.

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