

Solidity is a trading style of Crafted by Design Limited

10 Year Guarantee – Subject to terms and conditions below

We are confident in the quality and reliability of our products and guarantee them against faulty materials or workmanship, provided they have been installed, cared for and used in accordance with our instructions.

For complete peace of mind, all products fabricated by Crafted by Design Limited (CBD) are accompanied by a fully service backed guarantee.

In the unlikely event of a claim under this guarantee we will investigate the issue. As part of this investigation we request that the following conditions be satisfied:

1. The product must have been inspected for obvious defects prior to installation.
Claims will not be accepted for obvious defects if found after installation.
2. You must notify us within 30 days upon discovery of a defect.
3. You should supply proof of purchase at the time of the claim.
4. The guarantee applies to the original purchaser only and is not transferable.
5. The product has been fitted/installed by CBD or in accordance with CBD fixing instructions, local bylaws and general good practice.
6. The guarantee applies to material and manufacturing defects only and solely to the original installation, under normal domestic use in the United Kingdom and Republic of Ireland only.
7. The product has been maintained and cared for in accordance with our instructions (including regular and appropriate cleaning).

The 10 year guarantee does not cover the following:

- Magnets, gaskets, rollers and seals which will be limited to a 2 year guarantee only.
- Failure of joints between the CBD supplied product and third party surfaces for example the joint between a supplied shower tray and the wall; the joint between a shower tray waste hole and third party plumbing fittings; etc.
- Normal wear and tear.
- Build-up of mildew and limescale.
- Modification, alteration, transformation or relocation of the unit.
- Glass imperfections / breakage.
- Glass bonding which will be limited to a 2 year guarantee only.
- Any products purchased ex-showroom display.
- Any costs for re-installation of any replacement product or fitting of spare parts including without limitation, any tiling or redecoration costs.
- Consequential loss or damage of any kind.
- The replacement of any other household fitting or furniture arising from any claim.

If in our opinion the product has been modified, misused, neglected, wilfully or accidentally damaged, we can accept no responsibility for failure.

Should CBD carry out work as a result of a claim but subsequently it is revealed that the product has been abused, improperly installed or the defect is not due to faulty materials or manufacture, CBD reserves the right to charge the customer in respect of any service engineer's time or replacement parts supplied. Additionally, we reserve the right to charge for the cost of travel.

The liability of CBD is limited to the product supplied by CBD and does not extend to consequential loss or damage arising from the defective product.

CBD or its representatives must be given the opportunity to inspect the product in the installed condition.

Should any products included in the guarantee be used for Commercial use i.e. leisure clubs, schools, hospitals, student accommodation, hotels or residential homes, only a maximum 5 year guarantee will be applicable. Commercial projects with specific guarantee requirements can be subject to negotiation and agreement on a project by project basis. Any such agreements must be confirmed in writing prior to product supply or commencement in project works.

If in our opinion the product fails due to faulty materials or manufacture and that the conditions above have been met, then CBD will arrange for a specialist representative to repair or replace that item at our option.

CBD believes in continuous improvement. If in our opinion the product has failed under the terms of the Guarantee and a replacement is offered but identical goods are no longer available, CBD will replace it with our nearest equivalent product.

Although through our years of experience we will try to eliminate design flaws, if the product is a bespoke item where the principal designer is not CBD then this guarantee does not extend to a failure of that product to achieve the desired objective.

This guarantee is in addition to and does not affect your statutory rights and is free of charge.

This guarantee is wholly applicable in the U.K. and Republic of Ireland.