



FRANKLIN
DELIVERING INNOVATIVE SOLUTIONS SINCE 1954

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ETON Collection Heated Towel Rails

7 Year Warranty – Domestic Use

This warranty covers faults in the product construction, material and assembly. Products which are within 7 years from the date of purchase, found upon inspection by Franklins, to be defective in construction, material or assembly, will be repaired or exchanged with an equivalent product free of charge.

Manufacturers Provisions

The following spare parts are covered by a 3 year warranty:

- a) Heating Elements.

Warranty Conditions

This warranty will apply only under all of the following conditions:

- a) The item has been installed by a qualified tradesman.
- b) The item has been installed for and subjected to domestic residential use only.
- c) Failure is due to a fault in the manufacture of the product
- d) Proof of purchase (including the date of purchase) is provided
- e) The installation of the product is in accordance with the instructions provided.

This warranty does not cover products purchased as an ex-display without being fully checked and tested for sale by Franklins. The labour for disconnection and installation of replacement products or parts is not covered under this warranty. This warranty does not include faults caused by:

- a) Unsuitable or improper use.
- b) Incorrect installation or installation not in accordance with the instructions provided.
- c) Installation or part installation by the purchaser or any person other than a qualified tradesman.
- d) Normal wear and tear.
- e) Inadequate or complete lack of maintenance
- f) Chemical, electrochemical or electrical influences.
- g) Harsh detergents or abrasive cleaners used on product finishes.

1 Year Warranty – Commercial Use

“Commercial” use is all use other than for normal domestic residential purposes, including use in non-business places as in public buildings, schools, sports centres and in establishments that contain private bathrooms with high frequency of use by many individuals, such as hotels, motels, retirement villages and hospitals.

The Commercial warranty covers this product against manufacturing faults in the construction, material and assembly of both the finished products and any spare parts for a period of 1 year from the date of purchase. Products and spare parts which are found upon inspection by Franklins to be defective in construction, material or assembly will be repaired or exchanged free of charge.

Replaced items become Franklins property. The Warranty Conditions and exclusions which apply to the non-commercial warranty also apply to this commercial warranty.

Exclusions

To the fullest extent permitted by law, Franklins excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage.

Claim Procedure

For all warranty queries customers are to contact the branch where the product was purchased. These details can be found on your purchase Invoice. Our goods come with guarantees that cannot be excluded under the New Zealand Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.