

Sommer Shower Enclosures, Screens and Walk-in Panels – Lifetime Guarantee

Terms and Conditions (UK only)

Please keep this safe with your proof of purchase

1. The guarantee is only available to the original purchasing customer. Proof of purchase must be retained showing date and place of purchase. The benefit of the guarantee cannot be transferred to a third party. Please keep your proof of purchase safe along with this guarantee terms & conditions information.
2. The guarantee only applies to products purchased and installed in the United Kingdom.
3. The lifetime guarantee covers the product against defects in materials or manufacture only and does not apply to normal wear and tear.
4. The guarantee does not cover plastic seals, strips or runner wheels past the period of 1 year from date of purchase.
5. The customer must inspect the product for obvious defects prior to installation. A claim will not be accepted if an obvious defect is found after installation.
6. This guarantee covers normal domestic use only.
7. This guarantee does not apply to any faults caused by wilful damage, neglect, misuse (including inappropriate cleaning*). Failure to follow recommended instructions, use in abnormal conditions, accidental breakage and other events outside of the manufacturer's control. *See cleaning instructions below.
8. Due to the nature of toughened safety glass, should a glass smash occur, under any circumstances, either during or after installation, this occurrence will not be treated as a defect and does not fall within the guarantee. All of our glass is manufactured to EN 12150 by certificated suppliers.
9. The guarantee does not cover any product that has been modified, altered, transformed or relocated in any way.
10. The guarantee will be valid only if installation, care and maintenance instructions have been adhered to.
11. If the product is defective in materials or manufacture the original customer must contact the place of purchase within 30 days of the fault occurring. We reserve the right to inspect the product before removal or repair. If necessary we must be provided with those facilities we reasonably require to carry out a proper inspection.
12. If the fault is not resolved the product should be returned and at our discretion we will either refund the purchase price or send new goods to you as a replacement. This shall constitute our sole obligation under this guarantee.
13. As our policy is one of continuous improvement, product changes may give rise to alternative products. Where an identical product is no longer available, we will supply the nearest equivalent from our current range.
14. If a claim is made under the guarantee and the defect is not due to faulty materials or manufacture we reserve the right to charge the customer for time spent by an engineer at the current hourly rate and for any replacement parts.
15. Please note that the liability of this guarantee is limited to the product itself and no claim for consequential losses will be accepted.
16. The guarantee does not cover ex-display units.
17. The guarantee does not affect your statutory rights.

Cleaning Instructions

- Do not allow lime scale to build up.
- Clean the glass regularly with soapy water.
- Do not use abrasive products on any surface.
- Install your enclosure in a well ventilated area.