



over 100 YEARS of quality

0333 220 6066

www.towerhousewares.co.uk

Subject to your product having an extended warranty period, please see below your agreed Terms and Conditions. Please note your extended warranty is **only valid with a proof of purchase**.

What does my warranty cover?

Your warranty covers any manufacturing faults or defects. Your first 12 months warranty period is legally covered by the retailer. Any issues encountered during this 12 month period should be referred to the retailer.

The extended warranty is offered as an additional benefit and does not affect your statutory rights as a consumer. Please note the following are however, not covered by the warranty:

- Refunds
- General wear and tear
- Misuse
- Accidental damage
- Scratches or stains
- Commercial use
- Spare parts
- **Please note:** the only time we will replace spare parts under warranty is if the product becomes defective within the first 12 months. Should you require any parts after the 12 months warranty has ended, you may be charged.

How can I claim under my extended warranty?

If your item has developed a fault we would need to arrange for the item to be returned to us for inspection. Please return the product in secure & adequate packaging along with your proof of purchase.

Once the product has been returned to us, our returns department will check to confirm the fault and will then arrange for your replacement to be dispatched within 10 working days of receipt.

If the product you have returned to us is End of Line, Discontinued, or is Out of Stock we may send you a like for like replacement. The value and specification of the replacement would be equal to or greater than your returned item.

Tower Customer Support.

Email: customerservice@towerhousewares.co.uk

Note: This guarantee is valid in the UK and Eire only.