

## **Absolute Mobility Limited – Lifetime Installation Warranty**

### 1. Scope of Warranty

This warranty covers the installation work only, guaranteeing the quality and workmanship of all installation services carried out by Absolute Mobility Limited for the lifetime of the installation. This warranty does not cover the products or components themselves, which are subject to separate manufacturer warranties. Should you wish to waive this warranty, it will be replaced with a 12 month installation warranty.

### 2. Eligibility

- The warranty applies only to the original purchaser and the original installation address.
- It becomes valid once full payment has been received.
- The installation must remain unaltered and be used as originally intended.

### 3. What's Covered

- Our lifetime warranty guarantees that the installation has been carried out to a high standard. Should any issues arise as a result of how the product was installed, we'll take care of it, at no extra cost to you

### 4. What's Not Covered

- Product malfunctions or faults (covered by manufacturer warranty).
- Damage caused by misuse, accidental damage, neglect, or third-party intervention.
- External factors such as plumbing issues, leaks, or building movement unrelated to the installation work.

### 5. Call-Out Charges

If a warranty call-out is requested and the fault is found to be unrelated to the installation, a call-out fee will apply. This includes:

- Product faults.
- User error or poor maintenance.
- Plumbing, drainage, or structural issues outside our control.

### 6. Making a Claim

To make a claim under this warranty:

- Contact our customer service team with a description of the issue and proof of installation.
- We may request photos or conduct an initial assessment before arranging a visit.

