MEISSEN

OUR GUARANTEE **EXPLAINED**

ALL THE PRODUCTS COVERED BY
THIS GUARANTEE ARE SABS
APPROVED.

15 YEARS AGAINST FAUCET MANUFACTURING DEFECTS

This includes any faults related to manufacturing anomalies or defects affecting the functioning or aesthetics of the product.

15 YEARS ON ALL CHROME FINISHES

All of our chromed taps and mixers carry a 15 year guarantee. This does not cover any damage which has occurred due to neglect or lack of maintenance. See our website for more info on how to maintain and clean the surface.

5 YEARS ON ALL COLOUR FINISHES

Any of our products which have a surface finish that is not chrome carry a 5 year guarantee. This does not cover any damage which has occurred due to neglect or poor maintenance.

10 YEARS ON ALL CHROMED SHOWER PRODUCTS

All of our chromed shower products carry a 10 year guarantee. All colour finishes carry a 5 year guarantee.

15 YEARS ON ALL CARTRIDGES

All our cartridges carry a 15 year guarantee. We don't cover any claims which are due to plumbers' negligence, lines which were not flushed appropriately or any installations where a y-strainer isn't used.

10 YEARS ON ALL CERAMIC PRODUCTS

Covers manufacturing defects affecting the structure or function of the product. Does not cover incorrect installation, misuse or damage.

2 YEARS ON ALL WC SEATS

Covers manufacturing defects affecting the seat's structure or operation. Does not cover misuse, incorrect installation or general wear.

10 YEARS ON ALL CONCEALED CISTERNS

Covers manufacturing defects affecting the cistern, frame or flushing mechanism. Does not cover incorrect installation, modification or neglect.

5 YEARS ON ALL MECHANICAL FLUSH PLATES

Covers manufacturing defects affecting the cistern, frame or flushing mechanism. Does not cover incorrect installation, modification or neglect.

2 YEARS ON ALL SENSOR ELECTRIC PLATES

Covers manufacturing defects affecting the electronic or sensor components. Does not cover misuse, incorrect installation or unauthorised modification.