

SCHIEDEL ISOKERN

GARDEN FIREPLACE GUARANTEE



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INTRODUCTION

We are confident in our products and so offer you (the owner) a generous 12 month guarantee in relation to the Garden Fireplace.

Provided that you comply in full with your responsibilities (below) and subject to the Small Print (below), we guarantee to you that the fireplace will be free from defects as on delivery to you via pallet.

Any blocks or fire bricks which are cracked or damaged during delivery (prior to any installation) will be replaced free of charge.

- *We will cover the firebricks and blocks for heat damage such as cracking for 12 months from delivery date.*
- It will be the responsibility of the customer to remove the cracked blocks and replace them with the new ones provided.

This guarantee does not cover any major impact to the fireplace (such as wear and tear, wind damage) once the item has been constructed and rendered.

As the fireplace is an outdoor product, standard wear and tear will occur and any structural damage would have to be investigated. In the unlikely event that the fireplace becomes defective during the guarantee period, we will provide a replacement component, part, and replacement render material.

YOUR RESPONSIBILITIES

To benefit from our guarantee, this product will be registered to the address where we delivered it. Please inform us if the fireplace was installed elsewhere.

HOW TO CLAIM UNDER YOUR GUARANTEE

To claim under your guarantee, please email us at sales.uk@schiedel.com. You will be asked to provide proof that you have complied in full of the usage of the fireplace.

SMALL PRINT

Please be aware of the following:

- Your guarantee is effective from the date on which your fireplace is installed.
- The guarantee extends only to us providing you with a replacement set of components. We will pay for the delivery of that replacement to the address you have registered but you are responsible for any costs related to the removal and transit of the defective part and the installation (and any associated costs) of the replacement part and the provision of any necessary ancillary products, fittings, or consumables.

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- The guarantee does not apply to the extent that defects in the system arise as a result of: (1) use of fittings other than approved fittings; (2) any failure to comply with the instructions set out in the guides and recommendations (including those instructions relating to care and servicing of the fireplace and general cleaning regimes); (3) any internal alteration or repairs you make to it (or are made on your behalf) without our express written permission; (4) any accidental damage suffered during transit or otherwise; (5) any damage to the fireplace that arises as a result of the installation of the fireplace (our guarantee is offered in respect of the fireplace product alone and does not cover the ancillary products, consumables or the workmanship of any installation services you may obtain from any third party); or, (6) any negligent or other improper use.
- If we replace a component of the fireplace under this guarantee, the guarantee period will not be extended.
- If you move to a new house, you may transfer the benefit of the remaining period of the guarantee to the new homeowner within 3 months of the change of ownership. It is your responsibility to transfer the guarantee by emailing us at sales.uk@schiedel.com and to notify the new owner of the terms of the guarantee (including the new owner's responsibilities). A failure to notify us of a transfer within the timescales will invalidate the guarantee.
- Where you claim that a fireplace is defective, we reserve the right (1) to carry out any tests on that fireplace, and/or (2) to require access to that fireplace, in both cases to satisfy ourselves that you have complied in full of your responsibilities (including by adhering to the guides and recommendations) and that your claim is valid. Please cooperate with any reasonable requests we make in this regard.
- This guarantee is offered in addition to your legal rights as a consumer.

Schiedel Chimney Systems Ltd.
Crowther Estate,
Washington, Tyne & Wear, NE38 0AQ.

sales.uk@schiedel.com
Tel. 0191 4161150

www.schiedel.com/uk