

To: On Tap

Att: Amelia Naidoo

Date: 18/02/2021

Re: Duravit Sanitary Warranty

Herewith please find the warranty terms that are in place for Duravit products, provided that the installation has been carried out by a registered plumber.

Electrical installations should be carried out by qualified electricians, and a COC should be issued at site.

### Our Warranty

For delivered products we give a warranty on flawless material, professional construction and production. We keep to the relevant DIN norms, construction and test regulations, official test certificates and test reports. Certification according to ISO 9001.

Variations within the standard tolerances due to production reasons, especially in regard to the quality of the surfaces, colour variations, dimensional differences and similar subjects are permissible.

The claim for subsequent performance is backed as follow:

- Ceramics, Bathtubs, Shower Trays and Faucets are within a 5 (five) year warranty after the date of invoice.
- Bathroom Furniture carries a 2 (two) year warranty for date of invoice.
- Whirlsystems, electronic SensoWash toilet seats, DuraSystem and Accessories are within a 2 (two) year warranty after the date of invoice.
- Wear and tear parts are all excluded from the warranty.

Proof of purchase may be requested.

Should you need more information on our terms please do not hesitate to contact us.

Yours faithfully

Duravit South Africa (Pty) Ltd.