25 YEAR GUARANTEE

Jeeves heated towel rails are manufactured in South Africa from locally sourced grade 304 stainless steel. Mirror-polished and brushed stainless steel heated towel rails purchased after 1 January 2010 are guaranteed to be free from defects caused by faulty materials or workmanship for a period of 25 years from the date of purchase. The surface finish on powder coated heated towel rails is guaranteed to be free from defects caused by faulty materials or workmanship for a period of 5 years from the date of purchase. Heated towel rails purchased prior to 2010 carry a 5 year guarantee. All other components including replaceable heating elements (electric units), regulating valves (hydronic units) as well as discontinued products are covered by a 5 year guarantee from the date of purchase. Proof of purchase by way of a dated receipt is required when submitting any guarantee claim.

The guarantee is subject to the product being installed by a registered electrician (electric units) or qualified plumber (hydronic units) in accordance with the Jeeves installation instructions provided and in accordance with SANS 10142-1: 2003. Failure to comply with the aforementioned requirements will render the guarantee null and void.

Damage resulting from improper installation, negligence, misuse, fair wear and tear, wilful damage, natural disaster or any unauthorized disassembly, repair, or modification will render the guarantee null and void. At the discretion of Jeeves, liability is limited to the supply of necessary components or replacement of the heated towel rail only. No claims for consequential damage and/or labour and/or transport will be entertained.

The product guarantee applies only to products purchased from an authorized reseller within the borders of South Africa or Namibia and is valid for products that remain within the geographical borders of the country in which the product was originally purchased.