



Harper's Bathroom

every bathroom, every budget

Warranty Claim Form

The Harper's Bathroom mission statement is "To make people happy in their bathroom", and that's exactly what we aim to do. We understand that warranty claims can be a lengthy, and at times, frustrating process which is why we will do whatever we can to help make the process easier for you. Harper's Bathroom does not provide the warranty for the products it sells. **The warranty is covered by the product manufacturer.** In order for us to help you, we need to gather some information that will allow us to better understand your situation and fix your problem as quickly as possible. Without this information it is difficult to determine the best course of action, and can slow or cease the process.

Customer Details

Your privacy is important to us, however to fix your warranty issue in a timely manner it may be necessary for us to forward your details on to the product manufacturer or a registered installer. Please let us know if you **do not** wish us to forward this information on to relevant third parties.

Customer Name: _____

Address: _____ **Postcode:** _____

Email Address: _____ **PH Number:** _____

Product Details

For all warranties and returns it is mandatory for an original receipt of purchase to be presented. Most manufacturers will not validate, or proceed with a warranty claim without this being supplied. Please attach the original or a copy of your receipt, supplied by Harper's Bathroom.

Product: _____ **Receipt Number:** _____

Date Purchased: _____ **Purchased From:** _____

Description of Fault: _____

Installer Details

In most cases, manufacturer's warranties will be void if not installed by a registered installer (plumber, electrician, builder etc.). Most manufacturers will not process a warranty claim if these details are not provided. Please attach the installers invoice if applicable.

Name: _____ **Company:** _____

Contact Number: _____ **License Number:** _____

Installation Date: _____

Agreement

Manufacturers' warranties may be void if the above information is not given, or is incorrect. Harper's Bathroom accepts no responsibility, or liability for damages through incorrect installation, misuse of product or installation by a non-registered professional (when required). Manufacturers may initiate a service call to assess/repair/replace faulty product. In most cases if a service call is provided, and the fault is deemed to be caused due to incorrect installation or misuse, **the manufacturer will charge a service fee at the purchaser's expense.** We aim to prevent this, and by providing accurate information, this can potentially be avoided. The team at Harper's Bathroom will strive to help resolve your issue as quickly and efficiently as possible. *Please Note: Nothing you sign here will limit our liability or legal obligations.*

Customer Signature: _____ **Date:** _____