



Riverview Contracts Guarantee

Riverview Contracts workmanship guarantee

All works carried out by Riverview contracts approved installation team carry a workmanship guarantee of two years against faulty or defective workmanship. This guarantee is in addition to your product guarantee (if any). Goods cannot be replaced for cosmetic damage if not reported on handover form on the day of completion.

Riverview Contracts Manufactures guarantee

Bosch appliances-

We strongly advise that you register your appliance and two-year manufacturer's warranty so that Bosch has full details of the ownership of your appliance; you will need the "FD" and "ENR" number located on the appliance to do so. This will allow Bosch to easily contact you in the event of important product updates.

Please log into your Bosch account or create an account if you don't already have one. Once this is done, you will be able to register appliances within your account.

Any faults linked with your appliance that is not an installation fault will be covered directly between the homeowner and Bosch.

Other makes of appliances-

We strongly advise that you register your appliance and two-year manufacturer's warranty so that the manufacturer has full details of the ownership of your appliance; you can register your appliance by following the manufactures instructions.

Any faults linked with your appliance that is not an installation fault will be covered directly between the homeowner and the manufacturer.

Manufacturers guaranty on the Kitchens cupboards and doors-

The guarantee applies to all kitchen furniture, namely fascias, cabinets and trims. The product shall be subject to normal domestic use only.

The customer must retain proof of purchase and the guarantee is not transferable.

THE MANUFACTURERS GUARANTEE DOES NOT APPLY TO any problems arising from poor installation of the kitchen, bad planning or misuse, consequential loss or damage or deterioration arising from the fitting or positioning of unsuitable or incompatible handles or appliances, damage from heat, steam, moisture, dye, chemicals, food colorants or colour changes from UV or natural light.

The kitchen Manufacturer undertake to guarantee the furniture for 10 years subject to the purchaser remaining in the property from the date of purchase, during which we will replace, or repair, at our option, any kitchen furniture detailed above that is defective as a result of faulty product design, the materials or workmanship (of manufacture and not installation). If at any time the replacement for a failed product is no longer available, we will supply an alternative design that best suits the existing kitchen. The guarantee is limited to supply of replacement products only.

This guarantee is given in addition to and does not affect your statutory rights.

Manufacturers guaranty on the Taps-

This guarantee is in addition to your statutory and other legal rights and is subject to the following conditions:

The product is used in domestic applications only. For commercial or non-domestic applications such as leisure centres, sports clubs, hotels, premises operating as a business, the guarantee period is reduced to 1 year.

The guarantee applies solely to the original purchaser with proof of purchase.

The installation must allow ready access to all products for the purpose of inspection, maintenance or replacement.

Repair under this guarantee does not extend the original expiry date. The guarantee on any replacement parts or product ends at the original expiry date.

Any part found to be defective during the guarantee period will be replaced without charge, providing that the product has been installed in accordance with the product's fitting instructions and used as the manufacturer intended.

The guarantee does not cover damage or defects caused by:

- Incorrect installation
- Repair using non-genuine parts
- Accidental or wilful misuse
- Corrosion caused by the use of inappropriate cleaning products
- System debris, including the build up of lime scale (which can be controlled through regular servicing and maintenance)
- Compensation for loss of use of the product or consequential loss of any kind.

If your product does not function correctly when you first use it, contact your supplier and make sure that it has been installed and commissioned in line with the Installation and User Guide supplied with the product.

Manufacturers guaranty on the Sinks

All our sinks have a comprehensive two year guarantee which covers the sink against the unlikely event of any material or manufacturing defect.

Possible problems you may with have with your sink that is not covered by the manufactures Guaranty-

Rust marks-

The sinks are made from 18/10 304 austenitic stainless steel, as used almost exclusively by all kitchen sink manufacturers, cannot in itself rust. It is however, possible for small particles of ferrous metals to become embedded in the surface of the stainless steel and it is these that exhibit the rusting. These particles could be as a result of, Steel wool style cleaning pads, steel cutlery, metal cooking implements or metal cans amongst others.

To remove this surface corrosion on the bowls of a matt/brushed steel sink, we recommend the use of a stainless steel cleaning product.

Place a small amount of the product on a dry or damp cloth and rub in the direction of the grain of the sink, rinse the sink thoroughly and dry it, this may take several continuous applications before the corrosion has been fully removed.

Water marks-

When water is left standing anywhere on a stainless steel sink, it will dry and leave a film on the surface of the steel. This film can be removed using everyday washing up liquid and a soft cloth. Ensures you rinse thoroughly and towel dry. To remove heavier residue you can use a mild solution of vinegar and water but ensure you rinse the solution thoroughly away from the sink and towel dry.

Scratches and scuffs-

All stainless steel sinks will scuff and scratch in everyday use. The amount of scratching will depend on how the sink is used but it will look better with time due to the fact the scratching will have evened out.

We do not recommend using a plastic washing-up bowl as dirt can get stuck to the bottom of the bowl and this will scratch the sink. Matching baskets and grids are available for both the bowls of the sink and the drainer to help reduce the risk of damage and extend the working life of the sink.

Avoid using aggressive abrasive cleaners, wire wool or steel pads, as these will spoil the surface appearance of the sink. Avoid dropping sharp objects onto the surface of the sink as these will dent the surface. Please do not use the drainer as a chopping board, this will damage both the sink and the knife.

Pitting or holes-

Pitting corrosion of stainless steel is generally due to the steel being in contact with strong acids, bleaches or sterilising products that have chloride in them. The stronger the chemical and the longer the exposure, the more the steel will be damaged. Once pitting has occurred the damage cannot be reversed.

Avoid bleaches containing Hypochlorite. There are certain foods that when left for long periods, can cause pitting and corrosion. Examples include fruit juices, salt, vinegar, mustard's, pickles, and mayonnaise.

To avoid pitting, rinse the steel surface thoroughly with clean water after contact with such chemicals.

Manufacturers guarantee on the worktops-

The Worktops conform to the high quality standard as well as applicable standards and regulations, and are tested according to EN 438-2:2005 with regard to all relevant quality requirements. We guarantee for a period of 10 years from the date of purchase that with correct installation, use as intended in domestic areas, normal wear and appropriate treatment, the following product defects will not arise:*

- Abrasion of the surface layer
- Fading through sunlight
- Remaining surface stains

The above mentioned guarantee performances can only be fulfilled under the following conditions:

1. Use in domestic areas. For use in commercial areas a separate agreement would need to be undergone.
2. Certification that the Worktops were supplied and installed by an authorised specialist company, or respectively by an authorized specialist.
3. Appropriate treatment. That means that no abrasive, surface damaging agents and / or tools may be used for cleaning.
4. Assessment by a technician from the manufacturer.

No guarantee is undertaken for mechanical damage, especially scratches that are caused by inappropriate cleaning or other means of force. One speaks of abrasion when the decor layer in at least one location is completely and clearly visibly removed and this location has a surface of at least 1 cm². The guarantee only applies for the first purchaser and is not transferable. If a guarantee claim should arise, we will make a new worktop available to you. The replacement will be from our current product range at the time of the guarantee claim.

The guarantee claim does not comprise of a claim for the supplied decor or model. The guarantee claim can only be presented with submittal of the original invoice. The customer address and date of purchase must be visible on the original invoice. The guarantee performance is executed through transport of a worktop corresponding to the product claimed for, to the address of the customer at our expense. Our guarantee obligation is fulfilled through this transfer and no further claims are possible.

Riverview and Manufactures guarantee on the worktop joins-

Riverview contracts approved installer's use the manufactures approved sealant in the worktop joins as our method statement, the manufactures offer a supply only replacement and Riverview contracts offer a the fitting service, we guarantee the joins for a period of Two years from the date of installation when they are in intended in domestic areas, with normal wear and appropriate treatment, where no water is left on surfaces from sinks, cleaning, kettles or other kitchen equipment the following product defects will not arise:*

- Blown worktop joins
- Chipped worktops joins
- Raised worktop joins
- Split worktop joins

Not covered by Riverview contracts Guarantee-

- Replacement for cosmetic damage if not reported on handover forms the day of completion.
- Damage caused or contributed to by poor, faulty or incorrect use, installation by others or maintenance.
- Damage caused or contributed to by events outside Riverview Contracts control including but not limited to Acts of God, fire, explosion, contact with corrosive matter, extreme weather conditions, flood, vandalism, soiling, misuse, abrasion, improper storage following delivery, rot and/or infestation following delivery, leaks (or similar incidents), damage due to non-domestic use.
- Damage or colour deterioration caused or contributed to as a result of normal wear and tear.
- Damage caused or contributed to by alterations or repairs other than those carried out by Riverview Contracts.

- Damage caused or contributed to by the removal of the cabinets following initial installation.
- Damage caused or contributed to by wilful damage, abuse, mistreatment, negligence, abnormal storage or environmental conditions.
- Damage caused or contributed to by household animals and misuse by children.
- The Guarantee does not extend to replacement of other household fittings or furniture arising from any claim.
- Water damaged worktops joins due to water sitting on the joins for long periods or constant boiling water spilt on the joins.
- Parts repaired, tampered with or modified by anyone other than a company operative/representative. The company accepts no liability for (or guarantee suitability for) materials supplied by the customer or other third parties, and will not accept liability for any damage or faults as a result.
- We will not be liable for any fractures found in frozen pipes attended by the company, and cannot guarantee to clear blockages occurring within frozen pipes or drainage systems.

