

# PENSEN

## PRODUCT WARRANTY SOLID SURFACE BATHTUB

### WARRANTY OVERVIEW

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**Pensen** goods are engineered and manufactured to exacting standards. We rigorously test all of our products prior to packaging and shipping to ensure that we are delivering the highest quality goods. Our bathtubs are designed to be a durable and elegant centerpiece for your bathroom.

- **Solid Surface Bathtub: 1-Year Limited Warranty**
- **Waste Systems/Drain Assembly: One-time Free Replacement Service**

### WHAT IS COVERED?

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In the unlikely event that the goods fail within the guarantee period due to a manufacturing fault, we will offer a replacement or replacement part (or nearest equivalent) free of charge.

- Liability is limited to individual goods.
- If the original goods are no longer available, we will endeavour to provide a suitable alternative.

### WARRANTY CONDITIONS & LIMITATIONS

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- **Original Purchaser:** This guarantee applies to the original purchaser and original installation address only (as stated on the Wayfair order).
- **Non-Transferable:** The guarantee is non-transferable.
- **Professional Installation:** All goods must be installed in accordance with the instructions provided by qualified professionals and in accordance with local water bylaws. Failure to comply with correct fitting will void your guarantee.
- **Modifications:** This guarantee does not cover products that have been altered, adapted, or modified in any way.
- **Inspection:** You must allow **Pensen** to inspect the goods, which may be on-site if we request to do so. Goods should not be removed or destroyed before inspection without our consent.

## WHAT IS NOT COVERED?

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- **Reinstallation Costs:** **Pensen** cannot be held liable for any reinstallation or fitting costs relating to the replacement of any spare part(s) or replacement product(s).
- **Accidental Damage:** The guarantee does not cover damage during fitting or installation, accidental or malicious damage, or improper use.
- **Maintenance Issues:** Limescale build-up, corrosion, mould and mildew, and associated issues are not covered.
- **General Wear:** General wear and tear or consequential loss is excluded.

## HOW TO CLAIM

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To submit a warranty claim, please contact our customer service team directly via email:

**Email: [aid@wincheng.net](mailto:aid@wincheng.net)**

To process your claim efficiently, please provide:

1. **Proof of Purchase:** Your Wayfair invoice or order confirmation.
2. **Visual Evidence:** Images or videos showing the reported issue.
3. **Description:** A brief explanation of the defect or fault.