



CHALMOR WARRANTY POLICY

What is covered by the Warranty?

A Standard Chalmor warranty applies unless other stated.

- The repair or replacement of your Chalmor product should your item be found to be defective due to faulty materials, workmanship or function within the product warranty period
- Normal domestic/commercial use of the item in the UK and Republic of Ireland

Please note that the decision to repair or replace your item is at the sole discretion of Chalmor Limited. (If any part is no longer available or out of manufacture, Chalmor will replace it with a suitable alternative.)

What is not covered by the Warranty?

Chalmor does not guarantee the repair or replacement of a product as a result of:

- Normal wear and tear (i.e. batteries)
- Accidental damage, faults caused by negligent use, misuse, neglect, careless operation or handling of the Chalmor product which is not in accordance with the product operating manual
- Use of parts and accessories which are not Chalmor genuine components
- Faulty installation
- Repairs or alterations carried out by parties other than Chalmor or its authorised agents

If you are in any doubt as to what is covered by your guarantee, please complete our online enquiry form and we will assist you.

Please note:

If a Chalmor product is faulty we cannot accept any responsibility for costs incurred for tradesmen, for example an electrician or heating engineer, to remove or replace the installed product. If a TRV valve body should fail or leak, Chalmor does not accept any responsibility for third party fittings or consequential damage or losses.

Where do I send return items?

To return a faulty product, simply post the product back to the postal address on the relevant return form including evidence of purchase and a completed [Chalmor Faulty Product Return Form](#) or [eTRV Faulty Product Return Form](#). Please see our Webshop consumer returns or Commercial Customer Terms and Conditions, by visiting our [Terms and Conditions page](#) on our website.

We strongly recommend you use recorded delivery or registered post to return items so as to cover yourself against loss should the parcel get mislaid.

For more information about your other statutory rights, please visit the Department of Trade and Industry's Consumer Gateway website at: <http://www.consumerdirect.gov.uk/>