

ROXOR

Guarantee, Aftercare & Returns Policy

Guarantees

Exceptional quality is one of the key factors contributing to our success. We offer market leading guarantees against manufacturing defects on all products when used in normal domestic applications (excluding neglect or abuse) and provided they have been maintained in accordance with our instructions.

Serviceable, moving parts are subject to normal wear and tear and are therefore covered on all products for 12 months from purchase. All of our ranges are marked with the relevant guarantee for the range. All guarantees are valid from the date of purchase and are non-transferable. The guarantee extends to replacement parts or equivalent products only and does not include labour or incidental costs incurred. Additionally, we guarantee the surface finish on chrome and stainless steel.

All shower enclosures, trays and bath screens come with a lifetime guarantee against faulty material or manufacture, provided they have been maintained in accordance with our instructions. Non-glass or metallic parts (eg seals) are subject to normal wear and tear through usage and are therefore covered on all products or 12 months from date of purchase.

Goods manufactured to customer specifications are non-cancellable and non-refundable once production has commenced. Bespoke painted items or custom-made products must be cancelled within 48 hours of order placement to avoid incurring charges. Bespoke painted finishes are covered by a 12-month warranty.

Product Specification Terms & Conditions

As a continually evolving company, we reserve the right to change product specifications without prior notice. Due to this, we advise no installation preparation takes place prior to receiving the product.

Under current world market conditions, costs can be extremely volatile and we reserve the right to review prices at any time prior to delivery.

Product colours & finishes represented in the brochure and online are as accurate as printing & digital processes allow.

Returns

Any damage or shortage of items upon delivery must be reported to our sales or technical team within 72 hours to be validated. Photos may be required. Goods that have been fitted or installed will not be considered for return unless there is a manufacturing defect; the relevant product guarantee then applies.

Contact Us

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