

## **Terms & Conditions for Water Softener Warranty**

If your Water Softener is out of the manufacturers 3 years parts warranty.

A chargeable full service must have been undertaken prior to acceptance on all machines over 2 years old or currently out of warranty.

Machines over 6 years old are not eligible for new plans.

Cover starts from the date of the first Direct debit collection and continues cover whilst plan is active. If extended warranty service plan is cancelled at any point, your cover will end and your 10% discount on salt will discontinue also. No refunds are payable for periods prior to cancellation.

### **Exclusions & limitations**

Consumable items – Salt, water, electricity.

Cosmetic parts.

Media – The ion exchange and filtration medias included within the water softener.

Our liability under this agreement is limited to the value of the services provided and excludes consequential loss.

### **Damage caused by accident, misuse, neglect, freezing, flooding, fire, lightning, vermin, or other external causes**

Repairs required as a result of alterations, tampering, or servicing by anyone other than Friendly Water Limited.

### **Relocation of equipment or plumbing alterations**

Fair use & product life expectancy.

Water systems are mechanical products with a finite lifespan. While this Agreement covers parts and labour for covered failures, it does not guarantee indefinite repair.

If, in our reasonable opinion, the system becomes beyond economical repair or parts become discontinued or unavailable we may offer:

- ✓ A discounted replacement unit
- ✓ Credit towards a new system
- ✓ Termination of this Agreement with no penalty

This ensures a fair and positive outcome for both parties.