

Customer Name _____

Address _____

City _____ State _____ Pin Code _____

Country _____ Mobile _____

E-mail _____

Dealer Bill Number _____ Date of Purchase _____

Catalogue Number	Product Description	Quantity
_____	_____	_____
_____	_____	_____
_____	_____	_____

Dealer Name _____

Address _____

City _____ State _____ Pin Code _____

Country _____ Mobile _____

E-mail _____



Cera Sanitaryware Limited

Madhusudan House, Opp. Navrangpura Telephone Exchange, Navrangpura, Ahemdabad 380006

Tel: +91-79 26449781, 26449789 | Fax: +91-79 26569259 | Email: marketing@cera-india.com

Web: www.senator.cera-india.com | Toll Free: 1800 258 5500 | ceracare@cera-india.com

Dealer signature with stamp



WARRANTY CARD
SANITARYWARE

Dear Customer,

Thank you for choosing Senator Sanitaryware product. Your Senator Sanitaryware product has been crafted to indulge the royal in you. Senator Sanitaryware product have been manufactured with highest quality and finest workmanship to ensure you get the best experience.

Warranty Chart				
Product Category	Domestic use		Commercial use	
	Regular	Art Décor Wash Basins	Regular	Art Décor Wash Basins
EWCs	10 Years	—	05 Years	—
Wash Basins	10 Years	5 Years	05 Years	01 Year

Exclusions:

The warranty is not applicable for rubber, plastic parts, batteries, electrical and electronic parts (internal fittings). It is applicable only to ceramic parts.

Terms and conditions:

1. This warranty is only effective if proof of purchase (original sales receipt) is produced with all warranty claims or requests.
2. This warranty policy confirms that Senator by Cera will rectify any fault that may arise due to defect in material/s or workmanship appearing within the warranty period, warranty is not transferable and is invalid if any alteration have been made.
3. An authorised person from Senator by Cera will check the defect in the sanitaryware product and replace or repair as may be necessary (under the warranty) within a reasonable period of time.
4. This warranty remains applicable only if the product has at all times been used strictly in accordance with the terms of this warranty and has not been improperly or negligently handled. Senator by Cera is not liable for any damage arising out of faulty installation.
5. Senator by Cera is not responsible for any additional/incidental work such as installation civil construction work, required during the repair or replacement.
6. Improper/wrong Installation of the product automatically terminates and nullifies this warranty and this warranty does not cover problems arising due to impurities/hardness beyond the norms of drinking water or improper care and cleaning.
7. The warranty shall not be applicable in case the defect is caused due to improper installation, undesirable working conditions. Senator by Cera shall repair/replace defective components (after examination by authorised technician) on chargeable basis or free of charge as may be decided by Cera Care.

Terms and conditions:

8. Senator by Cera reserves the right to examine product in question and its installation prior to replacement and will replace free of charge any part that proves defective in material and manufacturing workmanship, under normal installation, use and service.
9. In the event of any repairs/replacement of any parts of the product, this warranty shall thereafter continue and remain in force only for the unexpired period of the warranty. Any time consumed for the repair/ replacement of parts including transit of the product or its parts or any period during which the product has not been used whether under warranty or otherwise shall not be excluded from the warranty period and no extension of the warranty period will be granted.
10. This warranty does not include taxes and other expenses as applicable.
11. In the event of non-availability of components or parts due to any reason whatsoever, neither Senator by Cera nor its dealer will be responsible or liable for any delay that may be caused to service/repair of the product. In the event that the same model is not available for replacement, Senator by Cera will replace the defective product with an equivalent model, at its discretion.
12. Senator by Cera's liability shall not exceed the purchase price of the product under any circumstances.
13. Improper care will void the warranty.

Customer Responsibility & Maintenance:

1. While cleaning the ceramic product after installation, do not use abrasive cleansers, as they may damage the ceramic surface. Use warm water and liquid detergent to clean the ceramic surface.
2. Do not allow cleansers containing petroleum distillates to remain in contact with ceramic surface for long periods of time.
3. Do not use metal tools or wire brushers to remove any plaster. Use a powder type detergent on a damp cloth to provide mild abrasive action to any residual plaster or white cement/putty. Clean the outside surface of the ceramic product with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.
4. Please do not use cement at any hollow portion of the ceramic product.

Trouble Shooting, After-sales Services & Emergency Contact:

1. There is no major trouble shooting that will arise on a ceramic product but if a case arises then please contact CERA dealer from whom the product was purchased.
2. In case of any after sales query, customer can contact CERA dealer from whom the product was purchased.
3. Again if you or your plumber are facing difficulty during installation, please contact CERA dealer from whom the product was purchased.