

CERA



Shower & Wellness Products

(Panels, Steam Rooms, Cubicles, Tubs etc.)

Warranty Card

Date of Purchase _____

Bill No. _____

Product Catalogue no	Product Description	Quantity
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Dealer's Name and Details _____

Dealer's Signature _____

Dealer Stamp

Customer's Name and Details _____

We congratulate you for having chosen a CERA product & thank you for your continuing trust in us. CERA promises quality of product & service thus making your experience with the product delightful.

Customer Responsibility & Maintenance:

- While cleaning the shower product after installation, do not use abrasive cleansers, as they may damage the shower product surface. Use warm water and liquid detergent to clean the shower product.
- Do not allow cleansers containing petroleum distillates to remain in contact with shower product surface for long periods of time.
- Clean the outside surface of the acrylic product with mild soap and warm water. Wipe the entire surface completely dry with a clean, soft cloth.
- Do not use electrical appliances such as heater or fanner thus preventing any kind of electrical shocks.
- CERA is not liable or shall not be responsible for any such damage or for improper installation. The installation manual is enclosed along with the product which can be referred during the same.

After-sales services & emergency contact:

- There is no major trouble shooting required for shower product but if a case arises then please contact CERA Care.
- In case of any after sales query customer can contact CERA Care.
- Again, if you or your plumber is facing difficulty during installation, please contact CERA Care number mentioned herein.
- CERA is not liable or shall not be responsible for any such damage or for improper installation.

Warranty:

- CERA plumbing fixtures are warranted free of any manufacturing defects.
- CERA will at its choice, repair, replace, or make appropriate adjustment where it's inspection discloses any such defects occurring in normal usage as per terms mentioned below. CERA is not responsible for installation costs.
- To obtain warranty service, contact CERA either through your dealer or plumbing contractor or writing to CERA.

Warranty Terms:

1. The warranty is applicable from the date of purchase.
2. The customer must produce the VAT/GST paid invoice/warranty card in original to avail warranty service.
3. The company is not liable for any damage out of faulty installation.
4. The warranty becomes null and void if installation is not done by qualified and experienced technician and/or as per the installation procedure laid down by the company.
5. The company is not liable for any consequential expenses & damages.
6. The company is also not liable to pay for any civil or construction work required during installation of new products or replacement/repair of old products.
7. The company is not responsible for defects or damages arising from transportation, improper installation, alteration, accidents, misuse or lack of proper maintenance.
8. An equivalent replacement at pro-rata basis shall be provided in case the product has been discontinued, where in the customer has to pay proportionate amount on the current MRP, given the product is within the aforementioned warranty terms.

Product:

Shower and wellness products (Warranty: 1 year for residential installation & 6 months for commercial installation)

Exclusions:

The warranty is not applicable for electronic parts if any.

CERA

Cera Sanitaryware Limited

Madhusudan House, Opp. Navrangpura Telephone Exchange, Navrangpura,
Ahmedabad 380006 Tel: +91 79 26449781,26449789 Fax: +91 79 26569259
Email: marketing@cera-india.com

For customer care:

Toll Free: 1800 258 5500 | Email: ceracare@cera-india.com

Online: www.cera-india.com/servicerequest