

Dear Client

01/04/2026

RE: Manufacturer's Warranty

Absolute Ablutions is pleased to provide a one-year manufacturer's warranty covering any mechanical defects in our products.

During this period, we will repair qualifying defects at our cost, provided the issue arises from a manufacturing flaw and not from accident, damage, vandalism, tampering, or improper use. In such cases, call-out fees will not apply, and repairs will be carried out free of charge.

Please note:

- Absolute Ablutions does not perform call-outs beyond a 150 km radius of our premises.
- For clients outside this perimeter, we will coordinate with local service providers (e.g., plumbers, electricians, mechanics) depending on the nature of the problem. We will supply the necessary parts and instructions, and settle the account directly with the service provider.
- Any call-out, whether by Absolute Ablutions or a local provider, will only be arranged once sufficient evidence of a manufacturing flaw has been provided and the nature of the problem confirmed.
- If a specific part (such as a pump, light, or similar component) is defective, the warranty applies only if the defective part is returned to Absolute Ablutions. This enables us to submit the part to our supplier for their warranty claim process. Claims cannot be honored without the defective part being supplied.

If a problem arises that is not due to a manufacturing flaw, or if the warranty has expired, our dedicated service and repair team will gladly assist. The same call-out conditions apply, but costs will be for the customer's account.

Our assistance is available during normal office hours:

- Monday to Thursday: 07:15 – 16:30
- Friday: 07:15 – 15:00

Should you have any further questions, please do not hesitate to contact me.

Kind regards,



Alet Byers
Sales Manager