



GUARANTEE - MARBLE PRODUCTS

Nosa Products are engineered & crafted to expected luxury standards. All products are rigorously tested to ensure we are bringing you the highest of quality products that are guaranteed to last a lifetime. Our confidence in the quality of Nosa Marble Goods allows us to offer a Lifetime Guarantee.

Our Lifetime Guarantee is intended to cover the expected lifespan of goods however only applies to the original purchaser and installation address. The guarantee is non-transferable.

- In the unlikely event if the product fails within the period of guarantee, we would offer a free replacement or a replacement part dependent on the product and failure of goods. The liability is limited to individual Goods and does not cover consequential loss or damage on installation.
- Our guarantee does not cover damage during fitting, damage due to poor-craftsmanship installation, accidental damage, malicious damage, improper use or everyday general wear and tear.
- Before investigating any claim for guarantee we would require the original proof of purchase so please keep your receipt/invoice.
- Replacement of goods will come at our discretion. If the goods are no longer available, we will provide a suitable alternative to original goods.
- For our product Guarantee to remain, all goods must be installed in accordance of the installation guides provided by qualified professionals. Failure to follow fitting instructions will void the guarantee.
- When submitting a claim we must be given the opportunity to inspect the product, which may be on site. If we request to do so the good should not be moved or damaged before inspection. If our visit to site reveals that the product fault is not due to the material defect or manufacturing a callout charge may be applied.
- If we are satisfied that a fault has arisen because of the manufacturing of the product or material defects we will repair or replace the goods free of charge to you at our discretion. If we choose to replace said product that is no longer available, we will replace with a suitable alternative.
- Our guarantee does not cover damage caused by incorrect cleaning methods or products. Only cleaning products recommended by Nosa should be used.

All of our fitting instructions and cleaning guides can be found and downloaded our website: www.nosa.co.uk

To file a claim, please write to us:
or email: