



# COASTAL

*Performance for life*

## PERFORMANCE FOR LIFE GUARANTEE

This guarantee applies to BLU, DURATIQUE and EDWIN brands only.

At Coastal, we believe hardware should perform for its whole life.

That's why we offer our **Performance for Life Guarantee**.

### What this means

If in the unlikely event your BLU, DURATIQUE or EDWIN product fails under normal use, we will replace the product and cover the labour cost of re-fitting it.

### What's included

- Replacement product
- Replacement fitting cost (labour element only)



### What's not included

- Damage caused by misuse or accidents
- Failure caused by not following our care and maintenance guidance
- Changes or alterations made without approval

### How a claim works

- A photo of the failed product is required
- The original installer should fit the replacement where possible
- If they are unavailable, Coastal will help find a local installer

### Important notes

- *Replacement is like-for-like*
- *Replacement work may only proceed once the estimated time needed to complete the work, including travel, has been mutually agreed.*
- *Cost of equipment hire not included (we only cover cost of replacement product and labour to fit)*
- *Coastal not liable for redecoration or incidental damage during replacement*
- *One replacement per product per purchaser (exceptions investigated case-by-case)*

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