

Good Food in partnership with Tower

Manufacturer's Product Guarantee Policy

1. Guarantor

The guarantor is:

RKW Limited

Sutton House
Berry Hill Road
Stoke-on-Trent
Staffordshire
ST4 2NL
United Kingdom

("RKW", "we", "our", or "us")

RKW provides this guarantee in respect of eligible products supplied under brands owned and distributed by RKW Limited.

2. Scope of Guarantee

This manufacturer's guarantee applies:

- To products purchased within the **United Kingdom**
- To products used within the **United Kingdom**
- To the original retail purchaser only
- For domestic (non-commercial) use only, unless otherwise stated in product documentation

The guarantee is valid only when the product has been used in accordance with the manufacturer's instructions and for its intended purpose.

3. Duration of Guarantee

Unless otherwise specified in product-specific documentation, packaging, or promotional material, the standard manufacturer's guarantee period is:

12 months from the date of purchase

Where a product carries an extended guarantee period (e.g., 2 years, 3 years, etc.), this will be clearly stated on the product packaging, instruction manual, or promotional materials. In such cases, the stated extended period will apply, provided you register online at <https://www.towerhousewares.co.uk/pages/extend-your-warranty> within 28 days of purchase. If you don't register the product within the 28-day period, your product will be guaranteed for 1 year only.

Proof of purchase (such as a receipt, order confirmation, or other dated proof) is required to validate any claim.

4. What Is Covered

This guarantee covers:

- Manufacturing defects
- Faulty materials
- Faulty workmanship

If a product is found to be defective within the guarantee period, RKW will, at its discretion:

- Repair the product, or
- Replace the product, or
- Provide a refund where repair or replacement is not commercially viable

Replacement products may be identical or of equivalent specification if the original model is unavailable.

5. What Is Not Covered

This guarantee does not cover:

- Accidental damage
- Misuse, neglect, or abuse
- Normal wear and tear
- Cosmetic damage that does not affect functionality
- Damage caused by failure to follow operating or care instructions
- Unauthorised repairs or modifications
- Commercial or business use (unless expressly stated as suitable for such use)

The guarantee is invalid if the product has been tampered with or repaired by persons not authorised by RKW.

6. How to Make a Claim

Consumers should not contact the retailer in relation to manufacturer's guarantee claims.

To make a claim under this guarantee, customers must contact:

Tower Customer Service Department

Telephone: **0333 220 6066**

Email: customerservice@towerhousewares.co.uk

Customers will be required to:

- Provide proof of purchase
- Provide details of the fault
- Provide photographs and/or return the product if requested

RKW will advise on the appropriate next steps, including return instructions where applicable.

7. Territorial Scope

This guarantee is valid **within the United Kingdom only**.

Claims must be made from within the UK, and any replacement or repaired products will be delivered to a UK address only.

8. Relationship to Statutory Rights

This guarantee is provided in addition to the consumer's statutory rights.

For example, the following statement may be used in product literature and retailer documentation:

"This product is supplied with a manufacturer's guarantee. This guarantee is provided in addition to your statutory rights as a consumer. Your statutory rights under the Consumer Rights Act 2015, including your rights relating to faulty or misdescribed goods, are not affected by this guarantee."

Nothing in this guarantee excludes or limits any rights the consumer may have under applicable law.

9. General

- This guarantee is non-transferable.
- RKW reserves the right to amend its guarantee terms from time to time; however, any such changes will not affect guarantees already in place for products purchased prior to the change.
- This guarantee is governed by the laws of England and Wales.