



Handcrafted  
*for life*

WARRANTY AND  
PRODUCT CARE  
GUIDE

# All Shaws fireclay products *are handcrafted for life.*

**When Shaws of Darwen was founded in the closing years of the 19th century, we had a vision – to make the finest handcrafted fireclay sinks in the whole of England.**

Today, some 120 years on, that vision has been more than realised; Shaws now enjoys, not only a national, but a worldwide reputation for the beauty, quality, craftsmanship and sheer practicality of our unique artisan products.

We're immensely proud of our heritage, and the fact that our sinks are still handcrafted at our premises in the same quiet corner of North West England as they were when we first started out on Valentine's Day 1897.

We're also extremely proud that the techniques lovingly used by our time-served craftsmen haven't changed in all those years.

So much so, every handmade Shaws sink carries an impression on its base of the name of the master craftsman who created it.

This, along with our Certificate of Authenticity, is your assurance that your investment has been handcrafted for life.



# Warranty Information

In the unlikely event that you should experience any defect in the materials or workmanship of your new fireclay sink, Shaws provides a limited 5 year warranty on Shaws Brand fireclay products.

Shaws local representative will replace without charge any Shaws branded sink supplied by them after 1st January 2017 that in their reasonable opinion is defective, with an equivalent replacement for as long as the original consumer purchaser owns his or her home. This warranty only applies to the original purchaser, only relates to sinks used in private residences and which have been installed in accordance with any installation instructions specified by Shaws. This warranty ceases to be effective if the sink is moved from the original location that it was installed in to a new or separate residence. The warranty only applies to normal residential use provided that the relevant sink has been used and cleaned in accordance with any procedures specified by Shaws at the time of buying and has not been damaged due to misuse or negligence by the buyer. In the event that there is a need to make a claim under this warranty, the owner should contact their original point of purchase for further information. Please note that you will be required to provide proof of purchase by way of receipt.

Replacement provided under this warranty excludes transportation and any labour costs for removal or re-installation. This warranty does not extend to any indirect or consequential losses caused by the defect of the product. In no event shall the liability of Shaws local representative exceed the purchase price of the product. In the event of a claim Shaws local representative has the right to inspect the sink and you will permit our employees or representatives access to do this on reasonable notice.

**For the avoidance of doubt, Shaws is not liable if the product is:**

- Damaged in transit
- Not properly installed
- Modified in any way
- Damaged as a result of the actions of the customer
- Subject to improper maintenance or care
- Exposed to corrosive chemicals or other such agents
- Used in a commercial environment

**Shaws fireclay sinks are hand-made and every sink is unique. The following items are considered part of the character of a hand-made traditional product.**

- There is a normal manufacturing tolerance on all dimensions of +-2%
- Variation in straightness of sides
- Shaws recommend that your kitchen fitter is aware of these possible variations and that no work surfaces or cabinets are cut before measuring your sink. Due to the handcrafted nature and weight of Shaws sinks, we recommend that a specialist kitchen fitter installs your sink and that the sink is properly supported.
- Variation in hand-applied glaze finishes
- Shaws sinks are designed to have flat bottoms, therefore slow drainage can be expected

This warranty does not affect your statutory rights.

## **Policy of Continual Improvement**

- Shaws operate a policy of continual improvement of our product range. Therefore we reserve the right to amend specifications and descriptions at any time without prior notice.

# Caring for your Shaws sink

To keep your investment looking at its best, we recommend it be cleaned daily using a soft sponge or cloth and a non-abrasive cleaning product. A simple solution of soap and water generally does an excellent job.

Shaws sinks are handcrafted, as such the graduation can be subtle and may not drain in the same way you are accustomed to. Therefore, on occasion you may need to wipe the bottom of your sink dry.

While our sinks are proven to be incredibly durable and long-lasting (being heatproof, and resistant to impact, chemicals, dirt & stain and odours) not even a Shaws fireclay sink is impervious to damage.

So, if a metal pan or cutlery marks the surface of your pride and joy, we recommend you use Chemico Cleaning Paste. This is available in supermarkets and costs around \$5 for a 400gm tub.



# BUILT FOR ENDURANCE



ODOUR  
RESISTANT



HEAT  
RESISTANT



IMPACT  
RESISTANT



CHEMICAL  
RESISTANT



DIRT & STAIN  
RESISTANT

# DESIGNED FOR REASSURANCE



NATURAL  
MATERIAL



LIFETIME  
WARRANTY



WASTE  
DISPOSAL  
COMPATIBLE



ANTIBACTERIAL



RECYCLABLE

For expert advice speak to our experienced  
Customer Services Team on +44 (0)1254 775 111

Opening times: Mon - Thurs 8.30 - 5.30. Fri 8.30 - 4.00.