

Wash Water Terms and Conditions

Contents

1. Introduction	2
2. Terms of Payment – Online and Phone Orders (Business to Consumer).....	2
3. Terms of Payment – Business to Business	3
4. Acceptance of Order	3
5. Orders placed by phone	3
6. Ordering Errors	4
7. Availability	4
8. Determination of Contract.....	4
9. Delivery of orders.....	4
10. Risk and Title	5
11. Export Restrictions	6
12. Gift Wrapping.....	6
13. Returns	6
13.1 Business to Consumer (B2C)	6
13.2 Business to Business (B2B)	7
14. Delivery discrepancies	7
15. Damaged or faulty items	7
16. Domestic Warranty.....	7
16.1 Boiling Water Tanks (WWBT24, WWBT40, WWBT50)	7
16.2 Boiling Reverse Osmosis Unit (OptiH2O)	9
16.3 4in1 and 3in1 MultiFlo Taps (WW31XXX and WW41XXX)	10
16.4 OptiH2O Electronic Taps (WWOPEXXX)	11
16.5 Water Softeners (Si Range, Poseidon Range).....	11
16.6 Reverse Osmosis Units (WRO Range)	12
16.7 CleanScale XP Inhibitor.....	13
16.8 CleanScale XP Pro	14
17. Making a Warranty Claim	15
18. Right to cancel – Phone and Online (Business to Consumer)	15
19. Limitation of Liability	16

20.	Ownership of Rights	16
21.	Accuracy of Content.....	17
22.	Damage to your Computer	17
23.	Password/Account Security	17
24.	Privacy Statement	17
25.	How we use your details	17
26.	About Cookies and the way we use them	18
27.	Links to Other Websites	18
28.	Use of this Website from outside the UK	18
29.	Law, Jurisdiction and Language	18
30.	Terms and Conditions for Boiling Water Taps with Pull Out Spray.....	18
31.	Terms and Conditions for Filter Subscriptions	18
31.1	Cancellation of filter subscription	19
31.2	Change of address for filter subscription	19
32.	Monthly and Year End Draws	19
33.	Statutory Rights	21

1. Introduction

The following terms and conditions (“terms”) apply to all purchases of products by you from WashUK Ltd T/a Wash Water. Please read them carefully. We may vary these terms from time to time and therefore you should check to ensure you have the latest version before you make a new purchase. Your legal rights are not affected by these terms and conditions. Advice about your legal rights is available from your local Citizens Advice Bureau.

WashUK Ltd, 4a Castle Street, Eye, Suffolk IP23 7AN (“WashUK”, “Wash Water”, “we” or “us”) Registered number 15200935 (UK). VAT Number: GB 463340114. You can write to our Customer Services at the above address or telephone us on 01379 873070.

2. Terms of Payment – Online and Phone Orders (Business to Consumer)

2.0.1 Online and phone orders placed by consumers (business to consumer sale) are due for payment immediately. Payment can be made via the online payment processor, over the phone and via bank transfer.

2.0.2 We utilise a third-party payment processor to facilitate transactions. We do not accept cash or cheques for any order.

2.0.3 For online orders we take payment from your card at the time we receive your order once we have checked your card details. Fraud checks may be conducted. This involves checks on details provided during the order process including the address details. This may involve your details being passed to a 3rd party fraud checking company. On occasion we may ask for additional information to process your order.

We will conduct this process as quickly as possible however on occasion dispatch of goods may be delayed.

2.0.4 For phone orders payment can also be made via bank transfer. Confirmation of bank transfer must be sent to sales@wash-water.uk detailing the payee's name, order number and amount. Once funds are received and cleared, the order will be sent for despatch.

2.0.5 Alternatively, payment can also be made over the phone by calling us on 01379 873070, we will take your card details over the phone and complete the payment through our in-house payment processor – Tyl by NatWest. Once payment has been confirmed and all checks completed the order will be sent for despatch.

2.0.6 Goods are subject to availability. If we are unable to supply the goods, we will inform you of this as soon as possible. A full refund will be given where you have already paid for the goods within 14 days.

3. Terms of Payment – Business to Business

3.0.1 Subject to any special terms agreed in writing between the buyer and seller, the seller shall be entitled to invoice the buyer for the price of the goods on or at any time after delivery of the goods, unless the buyer wrongfully fails to collect the goods or accept delivery, in which event the seller shall be entitled to invoice the buyer for the goods at any time after the seller has notified the buyer that the goods are ready for collection or available for delivery.

3.0.2 The buyer shall pay invoices in full and in cleared funds by the end of the 30 days after invoice date (without set-off or counterclaim). If the buyer fails to make a payment when due then, without limiting any other remedy to the seller, then interest may be charged on overdue amounts, on a daily basis, at 4% above the UK base rate, as specified by the Bank of England from time to time.

3.0.3 Should the buyer become overdue on any credit account provided by the seller, payment for ALL goods supplied on credit shall become immediately due on demand, overriding any previous credit arrangements and the seller shall be entitled to cancel all contracts and suspend further deliveries to the buyer.

3.0.4 The seller shall be entitled to recover the purchase price, notwithstanding that Delivery may not have taken place and the property in the goods has not passed to the buyer. The time of payment of the purchase price shall be of the essence of the contract.

3.0.5 Should the Seller be required to enforce these conditions against the buyer (including, without limitation, to recover the purchase price of the goods), then the buyer shall indemnify the seller against all costs and expenses (including professional and legal costs and expenses on a full indemnity basis) suffered or incurred by the seller arising out of or in connection with the seller enforcing these conditions.

4. Acceptance of Order

4.0.1 If you have supplied us with your email address, we will notify you by email as soon as possible to acknowledge your order. Order acceptance and the completion of the contract between yourself ('customer') and us (WashUK Ltd T/a Wash Water) will take place on the date of dispatch of the product order, unless we have notified you that we do not accept your order, or you have cancelled it in accordance with the instructions see section Right to Cancel.

5. Orders placed by phone

5.0.1 Orders placed over the telephone may undergo additional security checks once the order has been placed – this is to protect WashUK Ltd and cardholders against credit card fraud. As a result, our cut-off times for next day delivery are one hour earlier than with a standard order placed securely over the

internet. Furthermore, occasionally we will contact you after a telephone order has been placed to request additional information, such as a copy of a utility bill or other proof of address – until we have this information, we will be unable to process your order. Orders will be cancelled and refunded if after 10 days information requested is not provided.

6. Ordering Errors

6.0.1 You can correct errors on your order up to the point at which you click on “submit” or “make payment” on the final page of our ordering process.

6.0.2 You can correct errors on your order up to the point where the order has been despatched. Any changes may require additional payments before the goods are despatched.

7. Availability

7.0.1 All items are subject to availability. We will inform you as soon as possible if the goods you have ordered are not available.

8. Determination of Contract

8.0.1 If the Buyer shall make default in or commit a breach of the Contract or any other of its obligations to the Seller, or if any distress or execution shall be levied upon the Buyer's property or assets, or if the Buyer shall make or offer to make any arrangement or composition with creditors or commit any act of bankruptcy, or if any petition or receiving order in bankruptcy shall be presented or made against the Buyer, or if the Buyer shall be a limited company and any resolution or petition to wind up such company's business (other than for the purpose of a solvent amalgamation or reconstruction) shall be passed or presented, or if a receiver of such company's undertaking, property or assets or any part thereof shall be appointed, or if the Buyer ceases or threatens to cease to carry on business, the Seller shall have the right forthwith to determine any Contract then subsisting and upon written notice of such determination being posted by it to the Buyer's last known address any subsisting Contracts shall be deemed to have been determined and, without prejudice to any claim or right the Seller might otherwise have, all sums payable by the Buyer to the Seller shall become immediately due and payable notwithstanding any previous agreement or arrangement to the contrary

9. Delivery of orders

9.0.1 We deliver to most of mainland Great Britain except for some outlying areas and delivery timeframes are given as best estimates only. If more information is required, please contact Wash Water at info@wash-water.uk, or call on 01379 873070.

9.0.2 Orders over £200 + VAT have delivery included unless specified at the time of order confirmation.

9.0.3 Delivery charges vary depending on the type of products ordered and the service you select and cannot be refunded. Your delivery charges will be clearly indicated at checkout or on the order confirmation.

9.0.4 We make every effort to deliver goods within the estimated timescale, however delays are occasionally inevitable due to unforeseen factors and all goods and products are subject to availability. We will do our best to get all orders dispatched as quickly as possible. We have no liability to you for any delay in the delivery of products ordered. You have the right to cancel delayed orders at any time and get a refund prior to the item being dispatched, apart from orders which are classed as 'special order'. We recommend that you plan for trades people to carry out work on your behalf only after your order has been delivered and checked for damage. Wash Water are not responsible for costs incurred due to late or damaged deliveries.

9.0.5 If you are purchasing to replace your existing unit, we also recommend that you do not dispose of your existing unit until your new goods have arrived and been checked for damage. We shall not be liable for incidental or consequential damages or expenses. This includes, but is not limited to, damage to property, lost income, profits, economic or commercial losses and third-party claims.

9.0.6 Where possible tracking information can be provided. It is up to the customer to ensure they are available for delivery. If the customer changes the delivery location via the delivery company. For Example: Nominate for the parcel to be delivered to a neighbour or left in a safe space. Wash Water accept no responsibility if the item is lost, or the customer does not receive the item.

Our full Delivery & Returns policy is [here](#).

10. Risk and Title

10.0.1 Risk in the goods shall pass to the buyer on delivery.

10.0.2 Title to the goods shall not pass to the buyer until the seller receives payment in full (in cleared funds) for the goods and all other sums which are, or which become due to the seller from the buyer of the goods.

10.0.3 Until title to the goods have passed to the buyer, the buyer shall store the goods separately from all other goods held by the buyer so that they remain identifiable as the seller's property; and so that the order number and order date of the goods are clearly displayed and identifiable. The buyer shall not remove, deface or obscure any identifying marks or packaging on or relating to the goods; and maintain the goods in a satisfactory condition and keep them insured on the seller's behalf for their full price against all risks with an insurer that is reasonably acceptable to the seller. The buyer shall obtain an endorsement of the seller's interest in the goods on its insurance policy, subject to the insurer being willing to make the enforcement. On request the buyer shall allow the seller to inspect the goods and insurance policy.

10.0.4 The buyer may resell or use the goods in ordinary course of business (but not otherwise) before the seller receives payment for the goods. However, if the buyer resells the goods before that time; it does so as principal and not as the seller's agents; title of the goods shall go from the seller to the buyer immediately before the time at which resale by the buyer occurs; and the buyer shall hold all proceeds of sale of the goods on trust for the seller until such time as payment is made in accordance with clause 3. Term of Payment – Business to Business.

10.0.5 If, before title to the goods passes to the buyer, the buyer becomes subject to any of the events listed in clause 8. Determination of Contract, then, without limiting any other right or remedy the seller may require the buyer to deliver up the goods to the sellers; and may enter the premises of the buyer or of any third party where the goods are stored and recover the goods.

10.0.6 Without prejudice to any other right or remedy available to the Seller under these Conditions or by law in the event the Goods have been sold to a third party in accordance with clause 9. and the Buyer fails to pay any sums due to the Seller in accordance with clause 2. the Buyer hereby grants a lien to the Seller over the Other Goods and the Seller may enter the Buyer's premises or the premises of any third party where the Buyer stores any Other Goods and recover any Other Goods up to the value of all sums outstanding from the Buyer to the Seller.

10.0.7 The Buyer shall be responsible for and indemnify the Seller for all costs, losses and expenses (including any legal fees or other professional expenses) incurred by the Seller in enforcing the provisions of this clause 9.

11. Export Restrictions

11.0.1 Wash Water can ship internationally. Please contact us at info@wash-water.uk or call us on +44 (0) 1379 873070.

11.0.2 All international shipments are ex-works. i.e. the customer is responsible for all collection, export and import costs.

11.0.3 It is the importers responsibility to ensure the goods meet all relevant standards and legal requirements.

12. Gift Wrapping

12.0.1 We do not offer a gift-wrapping service at present.

13. Returns

12.0.1 You can check with Wash Water if your sale comes under the business to consumer (B2C) or business to business (B2B) returns terms and conditions.

12.0.2 Business to Consumer sales only relate to sales made directly from Wash Water (i.e. through our website or showroom).

12.0.3 If you have purchased the goods through a third party, your contract is with them, therefore please contact your supplier regarding their return's procedure.

13.1 Business to Consumer (B2C)

13.1.1 In the unlikely event you should want to return an item to us we are pleased to offer all customers a 14 Day Returns Policy in which you are able to return unwanted and unused items.

13.1.2 You have 14 days from receipt of your order in which to notify us if you want to return items for a refund. All returns must be preauthorised by us prior to returning.

13.1.3 It is the customer's responsibility to return the goods to us at their cost. The returned goods must be unused and in a resaleable state and any goods or accessories that accompany the returned product must come back.

13.1.4 All products should also be returned with their original box, packing and accessories. Goods must be returned within 14 days of the date you informed us of the return request.

13.1.5 WashUK Ltd T/a Wash Water will deduct from any refund the cost of recovering goods from the customers if we arrange the collection of the goods. This cost will be advised when the return is arranged, it is typically £20 per item.

13.1.6 Please be aware that postage charges incurred by returning the item(s) to us will not be refunded. We recommend that you use a trackable delivery service.

13.1.7 Please email info@wash-water.uk or use the contact us page on our website to request product return authorisation. Items must be returned unused and in a saleable condition and packaged in their original packaging or packaging of an equivalent standard. Please take reasonable care of the goods, we are entitled to deduct an amount from the refund to reflect any loss in value of the goods supplied, if the loss is the result of unnecessary handling of the goods.

Our full Delivery & Returns policy is [here](#)

13.2 Business to Business (B2B)

13.2.1 In the unlikely event you should want to return an item to us you must inform us within 7 days of delivery. You can inform us via email, info@wash-water.uk or phone, 01379 873 070.

13.2.2 Returns can only be sent back once they have been authorised by Wash Water and you have received a RAC (Return Authorisation Code). Wash Water will send paperwork for you to attach to the return parcel. Without this, refund/credit notes may be delayed.

13.2.3 It is the customer's responsibility to return the goods to us at their cost. The returned goods must be unused and in a resalable state and any goods or accessories that accompany the returned product must come back. All products should also be returned with their original box, packing and accessories.

13.2.4 If you are unable to return the goods, Wash Water will arrange collection. WashUK Ltd T/a Wash Water will deduct from any refund the cost of recovering goods from customers if we arrange the collection of the goods. This cost will be advised when the return is arranged, it is typically £20 per item.

13.2.5 Please be aware that postage charges incurred by returning the item(s) to us will not be refunded. We cannot assume responsibility for the returned items that are lost in the post, so we recommend that you use a service that provides a certificate of postage, a tracking number and insurance.

13.2.6 A handling or restocking charge will be deducted from any refund allowed by the seller where it is established that the reason for return of the goods was not due to any error or fault on the part of the seller. This is typically 20% of the value of the goods.

14. Delivery discrepancies

14.0.1 Any delivery discrepancies must be reported as soon as is reasonably possible after delivery, preferably within 48hrs. On arrival, if packaging appears damaged it is recommended that this is marked on the delivery note before you sign. We recommend you take a photo of the delivery.

15. Damaged or faulty items

15.0.1 If you notice that any of your items are damaged or faulty when you receive your delivery, please refuse the delivery, and contact us to arrange re-delivery of a replacement. If you discover after delivery that any items are damaged or faulty, please report this to us as soon as is reasonably possible via email or telephone.

15.0.2 We will contact you to arrange a replacement, send replacement parts or issue a refund. If you choose to receive a refund, we will refund you in full to your original payment method, including any delivery charges you paid if your whole order is being refunded.

15.0.3 We ask that you do not use the damaged items and that you re-package them in their original packaging wherever possible. Nothing within this Returns policy affects your legal rights.

16. Domestic Warranty

16.0.1 All parts to be sent back to Wash Water are at the expense of the sending party, with approval from Wash Water before return. All repaired or replaced items will be returned to the sender on a no charge basis whilst covered under the parts warranty. For parts outside of warranty, Wash Water reserves the right to charge any postage/delivery, labour and parts costs deemed necessary. Wash Water will endeavour to keep these costs to a minimum.

16.1 Boiling Water Tanks (WWBT24, WWBT40, WWBT50)

We offer a 2-year parts only warranty on boiling water units from the date of purchase, covering manufacturing and material defects when used as instructed, subject to registering your product within

30 days of purchase and replacing your filter on time. We will replace or repair defective components, but installation and on-site technician costs are not covered. Failure to register your product and change your filter on time will result in a 6-month parts only warranty being provided.

Area Covered – Great Britain (England, Scotland and Wales)

This warranty has the following conditions, and is not covered by the following:

- Incorrect assembly or installation, use of non-recommended parts, or incompatible third-party accessories.
- Tampering or interventions by unauthorised personnel.
- Damage caused by high water pressure. A 5-bar pressure limiting valve is required on the inlet where daytime static water pressure exceeds 3.5bar
- Damage caused by hard or corrosive water.
- The boiling water tank is only suitable mains potable water.
- Damage or malfunction caused by using the product beyond its specified operating conditions.
- Intentional or unintentional damage caused by the user.
- Damage caused by force majeure events (such as natural disasters, flood etc.)
- Installation kit is only covered by the OEM 12-month parts exchange warranty only.
- Leaks due to installation error.
- Filter cartridges are not covered under warranty.
- Any callouts within the warranty period that are due to external influences affecting the operation of the unit will incur a charge.

If your product is covered under warranty, we may, at our discretion, provide a spare part, repair, replacements, or refund. Please contact us with a full description and photos/videos of the fault. An engineer may inspect the item and recommend further action.

Warranty Criteria

- **Warranty Registration** – Register your warranty within 30 days of purchase to keep your warranty valid.
- **Filter Changes – CleanScale C30** filter must be replaced every 6 months or 3000ltrs (whichever is soonest), failure to do so will invalidate your warranty. Regular filter changes ensure clean, and contaminant free water is supplied and protects your boiling water unit from considerable limescale build up.
- **CleanScale BREW 2000** must be replaced upon exhaustion. Failure to do so will invalidate your warranty. Replacing your filter on time ensures clean, contaminant and scale free water is supplied and helps protect your boiling water unit. This is summarised in the table below.

Failure to replace the filters within the required time will void the warranty. Filters can be purchased individually or via subscription on our website www.wash-water.uk or over the phone on 01379 873070.

Total Water Hardness ppm	CleanScale Brew2000 cartridge lifespan guide for filtered/boiling water use (months)*		
Mains Water	4 Litres per day	6 Litres per day	8 Litres per day
240	12	12	11
270	12	12	9
300	12	11	9
330	12	9	6
360	12	8	6
390	11	7	5
420	9	6	4
450	8	5	4

16.2 Boiling Reverse Osmosis Unit (OptiH2O)

We offer a 2-year parts and 2-year return to base labour warranty on boiling water reverse osmosis units from the date of purchase, covering manufacturing and material defects when used as instructed, subject to registering your product within 30 days of purchase and replacing your filter on time. We will replace or repair defective components, but installation and on-site technician costs are not covered. Failure to register your product will result in a 12-month parts only warranty being provided.

Area Covered – Great Britain (England, Scotland and Wales)

This warranty has the following conditions, and is not covered by the following:

- Incorrect assembly or installation, use of non-recommended parts, or incompatible third-party accessories.
- Tampering or interventions by unauthorised personnel.
- Damage caused by high water pressure. A 5-bar pressure limiting valve is required on the inlet where daytime static water pressure exceeds 3.5bar
- Damage caused by aggressive or corrosive water.
- The boiling water unit is only suitable for a cold mains potable water supply only.
- Damage or malfunction caused by using the product beyond its specified operating conditions.
- Intentional or unintentional damage caused by the user.
- Damage caused by force majeure events (such as natural disasters, flood etc.)
- Installation kit is only covered by the OEM 12-month parts exchange warranty only.
- Leaks due to installation error.
- Filter cartridges are classified as consumables so are not covered under warranty.
- Any callouts within the warranty period that are due to external influences affecting the operation of the unit will incur a charge.

If your product is covered under warranty, we may, at our discretion, provide a spare part, repair, replacements, or refund. Please contact us with a full description and photos/videos of the fault. An engineer may inspect the item and recommend further action.

Warranty Criteria

- **Warranty Registration** – Register your warranty within 30 days of purchase to keep your warranty valid.

- **Filter Changes – MOR 5in1** filter must be replaced every 12 months or upon exhaustion (whichever comes first). Failure to replace the filter on time could result in damage to your machine and your warranty being void.

No Scale Guarantee

Wash Water provide a 'No Scale Guarantee' on the boiling water tank only in OptiH2O units. This 'No Scale Guarantee' is for a maximum of 5 years. To maintain this guarantee, users must replace their **MOR 5in1** filter every 12 months or upon exhaustion (whichever comes first). Life span on the MOR 5in1 filter will vary depending on local water conditions.

The 'No Scale Guarantee' only applies to the boiling water tank on the unit and does not cover labour beyond the 2-year return to base warranty. All other parts are covered by the standard 2-year parts warranty (subject to registration).

Failure to replace the filters within the required time will void the warranty. Filters can be purchased individually or via subscription on our website www.wash-water.uk or over the phone on 01379 873070.

16.3 4in1 and 3in1 MultiFlo Taps (WW31XXX and WW41XXX)

We offer a 5-year parts only warranty on all MultiFlo 4in1 and 3in1 taps from the date of purchase, covering manufacturing and material defects when used as instructed, subject to registering your product within 30 days of purchase. We will replace or repair defective components, but installation and on-site technician costs are not covered. Failure to register your product will result in a 12-month parts only warranty being provided.

Area Covered – Great Britain (England, Scotland and Wales)

This warranty has the following conditions, and is not covered by the following:

- Incorrect assembly or installation, use of non-recommended parts, or incompatible third-party accessories.
- Tampering or interventions by unauthorised personnel.
- Damage caused by high water pressure. A 5-bar pressure limiting valve is required on the inlet where daytime static water pressure exceeds 3.5bar
- Damage caused by hard or corrosive water.
- Damage or malfunction caused by using the product beyond its specified operating conditions.
- Intentional or unintentional damage caused by the user.
- Damage caused by force majeure events (such as natural disasters, flood etc.)
- Installation kit is only covered by the OEM 12-month parts exchange warranty only.
- Leaks due to installation error.
- Any callouts within the warranty period that are due to external influences affecting the operation of the unit will incur a charge.
- Use of abrasive cleaners to clean the tap. Use clean water only.

If your product is covered under warranty, we may, at our discretion, provide a spare part, repair, replacements, or refund. Please contact us with a full description and photos/videos of the fault. An engineer may inspect the item and recommend further action.

Warranty Criteria

- **Warranty Registration** – Register your warranty within 30 days of purchase to keep your warranty valid.

16.4 OptiH2O Electronic Taps (WWOPEXXX)

We offer a 2-year parts only warranty on all OptiH2O Electronic Taps from the date of purchase, covering manufacturing and material defects when used as instructed, subject to registering your product within 30 days of purchase. We will replace or repair defective components, but installation and on-site technician costs are not covered. Failure to register your product will result in a 12-month parts only warranty being provided.

Area Covered – Great Britain (England, Scotland and Wales)

This warranty has the following conditions, and is not covered by the following:

- Incorrect assembly or installation, use of non-recommended parts, or incompatible third-party accessories.
- Tampering or interventions by unauthorised personnel.
- Damage caused by high water pressure. A 5-bar pressure limiting valve is required on the inlet where daytime static water pressure exceeds 3.5bar
- Damage caused by hard or corrosive water.
- Damage or malfunction caused by using the product beyond its specified operating conditions.
- Intentional or unintentional damage caused by the user.
- Damage caused by force majeure events (such as natural disasters, flood etc.)
- Installation kit is only covered by the OEM 12-month parts exchange warranty only.
- Leaks due to installation area.
- Any callouts within the warranty period that are due to external influences affecting the operation of the unit will incur a charge.
- Use of abrasive cleaners to clean the tap. Use clean water only.

If your product is covered under warranty, we may, at our discretion, provide a spare part, repair, replacements, or refund. Please contact us with a full description and photos/videos of the fault. An engineer may inspect the item and recommend further action.

Warranty Criteria

- **Warranty Registration** – Register your warranty within 30 days of purchase to keep your warranty valid.

16.5 Water Softeners (Si Range, Poseidon Range)

We offer a 7-year parts and 2-year labour warranty on all water softeners from the date of purchase, covering manufacturing and material defects when used as instructed, subject to registering your product. Failure to register your product will result in a 2-year parts and 2-year labour guarantee being provided.

Area Covered – Hard Water areas of mainland England and Wales.

This warranty has the following conditions, and is not covered by the following:

- Incorrect assembly or installation, use of non-recommended parts, or incompatible third-party accessories.
- Tampering or interventions by unauthorised personnel.
- Damage caused by high water pressure. A 5-bar pressure limiting valve is required on the inlet where daytime static water pressure exceeds 3.5bar
- Damage caused by aggressive or corrosive water.

- The majority of debris in water is caused by the local authority work on the water main. If notified in advance by your local authority, put your softener on bypass.
- Resin is not covered under warranty, if caused by degradation, blinding and/or chlorine attack.
- Water softeners are only suitable for a cold mains potable water supply only.
- Damage or malfunction caused by using the product beyond its specified operating conditions.
- Intentional or unintentional damage caused by the user.
- Damage caused by force majeure events (such as natural disasters, flood etc.)
- Installation kit is only covered by the OEM 12-month parts exchange warranty only.
- Leaks due to installation error.
- Any callouts within the warranty period that are due to external influences affecting the operation of the unit will incur a charge.
- Failure to keep the unit topped up with salt. No salt will mean the softener will not work.
- The wrong type of salt being used or a poor-quality salt. NOTE in all cases use PDV salt which meets BS EN 973 Grade A standards. Si Range uses tablet salt, Poseidon range can use tablet or block salt.
- The use of any other hoses than those supplied with the unit. Under no circumstances should washing machine hoses be used.
- Under no circumstances should a softener be hard plumbed with copper pipe.
- The installation kit is covered by a 12-month parts only exchange warranty.
- Poseidon i10 battery is a consumable, therefore not covered under warranty.
- Lead pipes – it is not advised to install a water softener on lead pipes. This may cause lead to leach into your water supply. Check with your local authority about grants to replace lead pipes.

If your product is covered under warranty, we may, at our discretion, provide a spare part, repair, replacements, or refund. Please contact us with a full description and photos/videos of the fault. An engineer may inspect the item and recommend further action.

Warranty Criteria

- **Warranty Registration** – Register your warranty to claim the full 7-year parts and 2-year labour warranty. Failure to do so will result in the standard water softener warranty of 2-year parts and 2-year labour warranty being provided. Registering your warranty involves sending the completed warranty card and installer record card to Wash Water. Alternatively, complete the registration online at www.wash-water.uk/registration
- **Salt** – The unit must be always kept full of salt. Failure to do so can result in damage to your unit and your warranty being void. Ensure the salt used is PDV and meets the BS EN 973 Grade A standard. Use of poor-quality salt can damage the softener and void your warranty.

16.6 Reverse Osmosis Units (WRO Range)

We offer a 24-month parts only warranty on all reverse osmosis (WRO) units from the date of purchase, covering manufacturing and material and material defects when used as instructed. We will replace or repair defective components, but installation and on-site technician costs are not covered.

Area Covered – Great Britain (England, Scotland and Wales)

This warranty has the following conditions, and is not covered by the following:

- Incorrect assembly or installation, use of non-recommended parts, or incompatible third-party accessories.
- Tampering or interventions by unauthorised personnel.

- Damage caused by high water pressure. A 5-bar pressure limiting valve is required on the inlet where daytime static water pressure exceeds 3.5bar
- Damage caused by aggressive or corrosive water.
- All WRO and OPTiH2O units are only suitable for a cold mains potable water supply.
- Damage or malfunction caused by using the product beyond its specified operating conditions.
- Intentional or unintentional damage caused by the user.
- Damage caused by force majeure events (such as natural disasters, flood etc.)
- Installation kit (including single faucet) is only covered by the OEM 12-month parts exchange warranty only.
- Leaks due to installation error.
- Filter cartridges are not covered under warranty.
- Any callouts within the warranty period that are due to external influences affecting the operation of the unit will incur a charge.

If your product is covered under warranty, we may, at our discretion, provide a spare part, repair, replacements, or refund. Please contact us with a full description and photos/videos of the fault. An engineer may inspect the item and recommend further action.

Warranty Criteria

- **Warranty Registration** – Register your warranty within 30 days of purchase to keep your warranty valid.
- **Filter Changes** – Filter must be replaced in line with the specific product requirements. The following table shows the recommended replacement frequency for each WRO unit. These are guidelines as filters should be replaced either by the guidelines or upon exhaustion (whichever comes first), this is governed by the local water conditions.

Failure to replace the filters within the required time will void the warranty. Filters can be purchased individually or via subscription on our website www.wash-water.uk or over the phone on 01379 873070.

Model	Change Frequency (months)*
CleanScale C30	6
CleanScale Brew	See chart below
CleanScale XP-PRO	12
WRO330 rep cart set	12
WRO330 rep membrane	24 -36
WRO3000 rep cart set	12
WRO3000 rep membrane	24 -36
OptiH2O MOR 5in1 combined membrane/filter	12

16.7 CleanScale XP Inhibitor

We offer a 10-year parts only warranty on CleanScale XP inhibitor units from the date of purchase, covering manufacturing and material defects when used as instructed. Subject to registering your product within 30 days of installation. Failure to register your product will result in a 2-year parts guarantee being provided.

Area Covered – Hard Water areas of mainland England and Wales.

This warranty has the following conditions, and is not covered by the following:

- Incorrect assembly or installation, use of non-recommended parts, or incompatible third-party accessories.
- Tampering or interventions by unauthorised personnel.
- Damage caused by high water pressure. A 5-bar pressure limiting valve is required on the inlet where daytime static water pressure exceeds 3.5bar
- Damage caused by aggressive or corrosive water.
- The CleanScale XP unit is only suitable mains potable water.
- Damage or malfunction caused by using the product beyond its specified operating conditions.
- Intentional or unintentional damage caused by the user.
- Damage caused by force majeure events (such as natural disasters, flood etc.)
- Leaks due to installation error.
- Any callouts within the warranty period that are due to external influences affecting the operation of the unit will incur a charge.

If your product is covered under warranty, we may, at our discretion, provide a spare part, repair, replacements, or refund. Please contact us with a full description and photos/videos of the fault. An engineer may inspect the item and recommend further action.

Warranty Criteria

- **Warranty Registration** – Register your warranty within 30 days of purchase to claim the full 10-year parts only warranty. Failure to do so will result in the standard CleanScale XP inhibitor warranty of 2-year parts only warranty being provided. Registering your warranty involves sending the completed warranty card and installer record card to Wash Water. Alternatively, complete the registration online at www.wash-water.uk/registration

16.8 CleanScale XP Pro

We offer a 5-year parts and 2-year labour warranty on CleanScale XP Pro units from the date of purchase, covering manufacturing and material defects when used as instructed. Subject to registering your product within 30 days of installation. Failure to register your product will result in a 2-year parts and 2-year labour guarantee being provided.

Area Covered – Great Britain (England, Scotland and Wales)

This warranty has the following conditions, and is not covered by the following:

- Incorrect assembly or installation, use of non-recommended parts, or incompatible third-party accessories.
- Tampering or interventions by unauthorised personnel.
- Damage caused by high water pressure. A 5-bar pressure limiting valve is required on the inlet where daytime static water pressure exceeds 3.5bar
- Damage caused by aggressive or corrosive water.
- The CleanScale XP Pro unit is only suitable for cold mains potable water supply.
- Damage or malfunction caused by using the product beyond its specified operating conditions.
- Intentional or unintentional damage caused by the user.
- Damage caused by force majeure events (such as natural disasters, flood etc.)
- Installation kit is only covered by the OEM 12-month parts exchange warranty only.
- Leaks due to installation error.
- Any callouts within the warranty period that are due to external influences affecting the operation of the unit will incur a charge.

If your product is covered under warranty, we may, at our discretion, provide a spare part, repair, replacements, or refund. Please contact us with a full description and photos/videos of the fault. An engineer may inspect the item and recommend further action.

Warranty Criteria

- **Warranty Registration** – Register your warranty within 30 days of purchase to claim the full 10-year parts warranty. Failure to do so will result in the standard CleanScale XP warranty of 2-year parts warranty being provided. Registering your warranty involves sending the completed warranty card and installer record card to Wash Water. Alternatively, complete the registration online at www.wash-water.uk/registration
- **Filter Changes** - Filter must be replaced every 12 months or every 160,000ltrs (whichever comes first). Failure to replace the filter on time could result in damage to your machine and your warranty being void.

17. Making a Warranty Claim

17.0.1 Warranty claim overview

1. Report the issue via email or phone
2. Our technical team will determine the necessary action.
3. Return the faulty product for inspection before a replacement is sent. To avoid inconvenience, we can charge for a replacement upfront. This charge will be refunded within 48 hours once the parts has been returned and confirmed faulty.
4. Wash Water can arrange courier collection at a cost (price will be confirmed at time of booking in), but if this is not possible, you must ensure the product is returned safely.

17.0.2 If your product is out of warranty, we will attempt to repair or replace parts, subject to availability. Charges may apply, and these will be communicated before proceeding.

18. Right to cancel – Phone and Online (Business to Consumer)

18.0.1 You have the right to cancel your order under the Consumer Contracts Regulations 2013 and obtain a refund of amounts paid by you up to 14 days after you have received the goods. You must take reasonable care to ensure the goods are, unused, not damaged and are returned to Wash Water in a resalable condition.

18.0.2 You will be responsible for the costs of the return of any goods to us. You should retain evidence of positing. Delivery costs to and from you are not refundable.

18.0.3 You must take reasonable care to ensure the goods are not damaged while in your possession or in return transit. We may make a deduction from the reimbursement for loss in value of any goods supplied if the loss is the result of: unnecessary handling by you (for example if any consumable item has been opened or have visible sign of wear or use); or damage in your possession or during transit.

18.0.4 If you are unable to return the goods, we will get in touch to arrange to collect the item(s) you want to return. The cost to collect the goods will be retained from your refund. These costs will be communicated prior, and Wash Water will endeavour to keep these as low as possible.

18.0.5 Where multiple items form part of the same order but have been delivered separately, your right to cancel starts 14 days after the date on which the last product(s) was (were) delivered to you.

18.0.6 To exercise the right to cancel, you must inform us of your decision to cancel this contract by a clear statement (e.g., a letter sent by email or post). Our email address is info@wash-water.uk and our phone number is 01379 873070. Using the contact form on our website www.wash-water.uk is the quickest way for us to manage your cancellation. To meet the cancellation deadline, it is sufficient for you to send your communication concerning your exercise of the right to cancel before the cancellation period has expired.

18.0.7 Goods must be returned within 14 days of you informing us of your right to cancel. Goods should be sent back to us at Wash Water, 4a Castle Street, Eye, Suffolk IP23 7AN.

18.0.8 For more information on your right to cancel, visit

<https://www.citizensadvice.org.uk/consumer/changed-your-mind/changing-your-mind-about-something-youve-bought/#:~:text=If%20you%20paid%20for%20standard,have%20a%20cooling%2Doff%20period.>

18.0.9 Effects of cancellation

18.0.10 If you are returning your entire order, we will not refund any premium delivery charges you paid only the cost of your item(s) and standard delivery costs. However, we will deduct from your refund the cost of collecting the item(s) if collection was arranged by us. This cost will be advised when you notify us of your return. We will issue your refund promptly once your returned items have been received.

18.0.11 To receive a full refund, we ask that you take reasonable care of the product(s) and that they are returned to us in the same condition and, to the extent possible, in the same packaging as when we delivered them to you. We may make a deduction from the reimbursement for loss in value of any product(s) supplied if the loss is the result of unnecessary handling of the goods by you.

18.0.12 This right to cancel does not apply to any of the following.

- Personalised product(s)
- Special Order products
- Any product(s) which have been made or adapted to your requirements.
- Any product(s) which cannot be returned due to health or hygiene reasons.

19. Limitation of Liability

19.0.1 We shall not be liable for incidental or consequential damages or expenses. This includes, but is not limited to, damage to property, lost income, profits, economic or commercial losses and third-party claims.

19.0.2 Our total liability in connection with or arising from the Order, whether in negligence or otherwise, shall be limited to the value of the Goods.

19.0.3 Any disclaimers and exclusions of liability in these terms & conditions shall not apply to any damages arising from death or personal injury caused by the negligence of Wash Water or any of its employees or agents or fraud. These disclaimers and exclusions shall be governed by and construed in accordance with law. If any provisions of these disclaimers and exclusions shall be unlawful, void or for any reason unenforceable then that provision shall be deemed severable and shall not affect the validity and enforceability of the remaining provisions.

20. Ownership of Rights

20.0.1 All rights, including copyright, in this website are owned by or licensed to WashUK Ltd T/a Wash Water, any use of this website or its contents, including copying or storing it or them in whole or part,

other than for your own personal, non-commercial use is prohibited without the permission of WashUK Ltd. You may not modify, distribute or re-post anything on this website for any purpose.

21. Accuracy of Content

21.0.1 WashUK Ltd has taken every care in the preparation of the content of this website, in particular to ensure that prices quoted are correct at time of publishing and all products have been fairly described. However, orders will only be accepted if there are no material errors in the description of the goods or their prices as advertised on Wash Water's website. We have made every effort to display as accurately as possible the colours of our products that appear on the website. However, as the actual colours you see will depend on your monitor, we cannot guarantee that your monitor's display of any colour will accurately reflect the colour of the product on delivery. All materials refer to the main material used. Other materials may be used in the product that are not listed. The weights, dimensions and capacities given are approximate only. Packaging may vary from that shown.

22. Damage to your Computer

22.0.1 WashUK Ltd makes every effort to ensure that this website is free from viruses or defects. However, we cannot guarantee that your use of this website or any websites accessible through it won't cause damage to your computer. It is your responsibility to ensure that the right equipment is available to use the website and screen out anything that may damage it. WashUK Ltd shall not be liable to any person for any loss or damage which may arise to computer equipment as a result of using this website.

23. Password/Account Security

23.0.1 When activated on our website you are responsible for maintaining the confidentiality of your password and account and any activities that occur under your account. Wash Water shall not be liable to any person for any loss or damage which may arise because of any failure by you to protect your password or account.

24. Privacy Statement

24.0.1 We always protect your personal privacy, and our privacy policy is [here](#) to help you understand what we may do with any information you tell us about. You can access our website home page and browse our site without disclosing your personal data, but if you do give us your personal details, you are accepting these terms. If you do not agree with our privacy policy, do not give us your details. This privacy policy is part of our Terms and Conditions. If you do give us your details and then decide you do not want us to use your details anymore, please email us via our contact us page. If you want to buy things from us, you will need to register on our site. Registration involves you giving us the following personal information: (i) Your title, name, and address (including option to save different delivery addresses); (ii) Contact phone number and email addresses; Registration enables you to speed up the ordering process, however, you do not have to register with us until you choose to order.

25. How we use your details

25.0.1 Our offers: Once you have purchased with us, we would like to send you product updates, our latest information, and special offers. Other offers: Occasionally we may pass your details on to like-minded, carefully screened companies who might send you details of their offers. You can always email us with your details and mailing preferences. We may also use your information to manage your purchases such as sending a confirmatory email, and your card payments for goods you buy from us and to deliver the goods to you, or we might give your details to our carrier if they deliver on our behalf. You can check any information that we are holding about you or ask any questions about this privacy policy by emailing us at info@wash-water.uk

26. About Cookies and the way we use them

26.0.1 In common with other websites, we do also use “cookies”. A cookie is a small file that a website puts on your hard drive so that it can remember something about you later. Our online ordering system uses a cookie to record a unique reference on your computer so that we can keep track of your order and retain the contents in your shopping basket. You can control the use of cookies on your computer and can turn them on or off at any time. Please refer to your internet browser. In order that we can monitor and improve the site we may gather certain information about you when you use it including details of your domain name and IP address, operating system, browser, version, and the Website that you visited prior to this site. Please note: We do not use cookies to store any of your personal or financial information on your computer.

26.0.2 Our cookie policy is **here**

26.0.3 You can control the use of cookies on your computer by either enabling or disabling them yourself. You can get more information about cookies at www.allaboutcookies.org

27. Links to Other Websites

27.0.1 We have placed links on this website to other websites we think you may want to visit. We do not vet these websites and do not have any control over their contents. WashUK Ltd cannot accept any liability in respect of the use of these websites.

28. Use of this Website from outside the UK

28.0.1 WashUK Ltd makes no representation that any products or services referred to in the materials on this website are appropriate for use, or available, in other locations. Those who choose to access this site from other locations are responsible for compliance with local laws if and to the extent local laws are applicable.

29. Law, Jurisdiction and Language

29.0.1 This website, any content contained herein, and any contract brought into being because of usage of this website are governed by and construed in accordance with UK Law. The parties to any such contract agree to submit to the exclusive jurisdiction of the courts of the UK. All contracts are concluded in English.

30. Terms and Conditions for Boiling Water Taps with Pull Out Spray

30.0.1 Danger: As the tap has a single outlet and longer hose for the pull out spray a small amount of water will be left in the hose after each use. During heating the non-pressurised tank may push this water out of the tap. Please allow the water to dispense a while before putting your hands underneath, as this could cause a burn. It is advised to run the cold water after using the boiling water tap to reduce this risk.

30.0.2 Wash Water and its employees will not be liable for any injuries.

31. Terms and Conditions for Filter Subscriptions

31.0.1 Our subscription is straight forward and simple. Once you sign up for the regular subscription, we take care of the rest. Our team will automatically send you your filters when they are due, ensuring your products meet all the requirements to keep it fully under warranty.

31.0.2 Payment will automatically be taken at the allotted time to tie in with your subscription plan.

31.0.3 We will send you a set of filters automatically, so you do not need to worry about missing the filter change date.

31.0.4 Choosing the correct filter plan is vitally important to ensure your warranty is not voided. The subscription plan will take payment in X number of months. X is determined by the filter set being ordered.

31.0.5 If you require filters immediately and want to sign up to a subscription going forward, ensure you select the 'Immediate delivery and subscription plan' options. A payment will be taken immediately, followed by a delivery. You will then automatically be signed up to the subscription plan.

31.0.6 If you require filter immediately and do not want to sign up for a subscription, ensure you select the 'Immediate delivery' only option. A payment will be taken immediately, followed by a delivery. No ongoing subscription plan.

31.0.7 All products are subject to availability and may be changed at any time

31.0.8 If your order can not be fulfilled, you will be offered an alternative or a full refund.

31.0.9 If an order is received for a discontinued product, we will automatically provide you with an updated equivalent, providing it is available and the same price as the discounted model. Any changes to this situation we will contact you immediately.

31.1 Cancellation of filter subscription

31.1.1 You can suspend or cancel your subscription at any time by giving us 7 days' notice prior to your next delivery date. Please email info@wash-water.uk providing us with your full name, address, and order number, we will then cancel your subscription within 7 days.

31.1.2 If 7 days' notice is not given, the suspension or cancellation will take effect after the next delivery. Although, we will endeavour to suspend or cancel this as soon as possible.

31.2 Change of address for filter subscription

31.2.1 If you move, please log in to your account and change your shipping address in the dashboard or email us at info@wash-water.uk with your account information (Name, current address) and new address.

31.2.2 Or call Wash Water 01379 873070

32. Monthly and Year End Draws

32.0.1 To be entered into our free monthly and year end draws using the cards in the product, the following must be done;

1. Complete the Homeowner's Warranty Card
2. Complete the Installer Record Card
3. Agree to receive marketing and email communications for both the 'homeowner' and 'installer'. (tick box)
4. Return this information to Wash Water using the prepaid envelope which is provided.

32.0.2 Alternatively, you can register your product and submit the required information on our website at www.wash-water.uk/registration.

32.0.3 If submitting your information online you will be required to do the following in order to be entered into the monthly and year end draws;

1. Complete the 'Homeowner's Product Registration' form

2. Complete the 'Installer Record' form.
3. All mandatory information must be completed
4. Agree to receive marketing and email communications for both the 'homeowner' and 'installer'. (tick box)
5. Submit your details.

32.0.4 If your product comes with an extended warranty upon registration, once confirmed, Wash Water will email your extended warranty certificate within 5 working days.

32.0.4 The homeowner and installer entry into the monthly draws are treated separately.

32.0.5 Homeowner's can enter multiple times if they have multiple products.

32.0.6 Installer can enter multiple times if they install multiple products.

32.0.7 Monthly draw prize for the homeowner entry is a £50 Amazon UK voucher. No cash alternative.

32.0.8 Monthly draw price for the installer entry is a £50 Amazon UK voucher. No cash alternative.

32.0.9 The monthly draws will be completed in the 2nd week of the following month. For example, if you submit in January, your draw will be completed 2nd week in February.

32.0.10 All homeowner entries will be entered into the year-end draw. Registration needs to be completed by the 31st December in order to be entered into that year's draw. The more entries during the year the more entries you get for the year end draw.

32.0.11 All installer entries will be entered into the year-end draw. Installer record needs to be completed by the 31st December in order to be entered into that year's draw. The more entries during the year the more entries you get for the year end draw.

32.0.12 There is no maximum number of entries you can accumulate over the year.

32.0.13 Year end draws will take place 2nd week in January.

32.0.14 Year-end prizes for the homeowner consist of the following. If the product is unavailable at the time of the draw, an alternative will be supplied which is equal to or higher in value than the cash alternative.

1st Prize – TCL 55 inch Smart TV – Cash Alternative = £250

2nd Prize – ULTIMEA 190W Home Theatre Soundbar Speaker – Cash Alternative = £130

3rd Prize – Cookwise 9L Dual Air Fryer – Cash Alternative = £85

4th Prize – Russell Hobbs RHM2076 20ltr Microwave – Cash Alternative = £65

5th Prize – Amazon UK £50 Voucher – No cash alternative

32.0.14 Year-end prizes for the installer consist of the following. If the product is unavailable at the time of the draw, an alternative will be supplied which is equal to or higher in value than the cash alternative.

1st Prize – Poseidon i10 Water Softener – Cash Alternative = £500

2nd Prize – Makita Cordless Combi Drill and Impact Driver Pack – Cash Alternative = £250

3rd Prize – Makita Cordless Combi Drill with 101 Piece Set – Cash Alternative = £150

4th Prize – Makita 120 piece maintenance set with Makpac Case – Cash Alternative = £75

5th Prize – Amazon UK £50 voucher – No cash alternative

32.0.15 Monthly and Year-End winners will be contacted within 5 working days of the draw with the prizes being despatched within 5 working days of contact.

32.0.16 You have the option to unsubscribe to the marketing and email communications by either clicking the link in one of the emails, or contacting Wash Water on 01379 873070 or info@wash-water.uk.

Unsubscribing from the marketing and email communications will also result if your entries in to the monthly and year end entries being rescinded.

33. Statutory Rights

33.0.1 None of these terms and conditions affect your statutory rights as a consumer. We reserve the right to amend our terms and conditions clauses where consumer right are not affected.