



Our Guarantee terms

Congratulations your bath/ shower tray/ basin has been restored using Mend-A-Bath International PTY Limited premium quality products applied under the strictest conditions. The adhesion guarantee we offer is subject to the following conditions.

1. Your restored sanitary ware must remain dry and undisturbed for a period of 24 hours from completion of the work. The temperature in the room needs to remain at 20 degrees Celsius for the full 24 hours. If the temperature falls below 20 degrees during that time, you will need to allow a further 24-hour curing period.
2. Your restored sanitary ware must only be used for its designed purpose and not for soaking laundry, bathing animals or as storage.
3. You should only clean your sanitary ware with a soft, non-abrasive cloth or sponge, using common household cleaning products such as soft pH neutral liquid soap or detergents designed for cleaning sanitary ware. Please note: any staining or damage caused by using scouring powders and creams, scouring pads, acids, drain cleaners, bleach, limescale remover, cleaning alcohol, acetone, solvents, strong alkaline chemicals or lack of upkeep is not covered by this Guarantee.
4. Coloured soap or bath products, including candles and soap dishes, should not be left on the bare surface. Any colour residue should be cleaned off immediately to prevent staining. Please note: we do not recommend the use of coloured bath bombs, oils or hair dye, personal products, fake tan, etc as these may cause staining and discolouration. Staining and discolouration is not covered by this Guarantee.
5. Damage caused by obvious abuse or impact, such as burns, scratches, chipping, is not covered by this Guarantee. Damage caused by falling objects, such as metal shower heads, loose metal tap handles, metal plugs, screwdrivers, ladders, shower rails or screens, flowerpots, perfume bottles, etc. is not covered by this Guarantee.
6. Dripping taps / shower heads / bath jets etc will soften and damage the coating over time. Such damage is not covered by this guarantee.
7. Stains caused by contaminated water, limescale build up or lack of upkeep is not covered by this Guarantee.
8. The reoccurrence of rust is not covered by this Guarantee.
9. Stagnant water sitting in the bath, unable to drain away will over a period of time, damage the surface. If such a problem is evident in the sanitary ware the water should be dried up with a soft cloth or towel after each use. This Guarantee does not cover damage of this kind or any latent damage caused by poor installation.
10. Rubber bath mats, children's toys or any product using suction cups should not be used with a resurfaced bath.
11. The Guarantee does not extend to any silicone caulking which may have been replaced during the renovation process.
12. Mendabath UK shall be entitled to recover any travel costs and repair expenses incurred should we be required to return for repairs not covered by this Guarantee.
13. The liability flowing from this Guarantee shall be limited to the repair of the sanitary ware.
14. All guarantee issues need to be reported within 7 days via email to prevent further damage occurring. Please include: Invoice number, name, address and photos of the problem.

Important note for non-business customers: Your statutory rights as a consumer are unaffected by this Guarantee.



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