



WARRANTY

Tadpole Deaerator Quality Guarantee

Thank you for purchasing our Tadpole Deaerator. Our confidence in the quality and performance of our products is demonstrated by our 10 year warranty.

For a period of 10 years from the date of installation, the warranty, once registered, covers you against defective materials or manufacture. If, in the opinion of Tadpole Energy, the product fails to meet published specifications due to a defect in materials or manufacture, we will repair or replace the defective unit free of charge.

Important – Register Today: To register for your 10 year Tadpole warranty, simply complete the details on our website, within 30 days of the installation.

Within this period we undertake, subject to the Terms and Conditions detailed, to repair or, at our discretion, replace the defective unit free of charge.

This warranty is in addition to, and does not limit, your statutory rights.

Terms & Conditions:

The Tadpole warranty is subject to the following Terms and Conditions:

1. The warranty does not cover the air vent or shut off valve supplied with the Tadpole.
2. The unit has been installed correctly by a competent plumber. This warranty will not cover damage or defects caused as a result of faulty installation.
3. The unit has not been tampered with or otherwise subjected to misuse, fire, accidental damage or negligence.
4. The unit has not been modified or repaired except by a person authorised by us.
5. The unit is returned to us at your own cost or delivered to our appointed representative together with proof of date of purchase (in the form of a receipt of invoice).
6. The unit is returned promptly on being found defective.
7. The sole and exclusive remedy under this guarantee is for the repair or replacement (at Tadpole's option) of the unit and no other remedy, including but not limited to incidental or consequential damage or loss of whatsoever nature, shall be available. Tadpole Energy reserves the right to undertake the least costly option available to it. The amount of any claim under this warranty shall be limited to the original purchase price paid for the defective unit.
8. All personal data that we collect from you as part of the warranty registration process will be used by Tadpole Energy to maintain the validity of this warranty. We may also use the details provided to email you about new products, discounts or upcoming events which we feel may interest you where you have provided your consent for us to do so.
9. Our decision on all matters relating to warranty claims shall be final.

Money Back Guarantee:

In addition to this warranty Tadpole Energy also provides a guarantee that the installation of Tadpole will result in energy savings of 10% in year 1 or your money back. The refund is limited to the price paid to Tadpole Energy for the unit and does not cover any installation costs. The unit must have been installed correctly by a competent plumber and there can have been no changes to the pattern of occupancy of the property during that year.

For further information contact us by email info@tadpoleenergy.com