

D.W. HABER

UK Warranties & Repairs

1 YEAR WARRANTY

All D.W. Haber products and electrical components are subject to a 1-year limited warranty which covers defects workmanship under normal use, unless noted below.

- Warranty coverage will only be applicable to the original purchaser.
- Steelite reserves the right to provide a reasonable alternative if actual model is not available at the time of claim.
- Warranty policy exclusions:
  - Item(s) of resin, glass, or wood
  - Item coating such as teflon, powder coat or silver plate.
  - Consumable items such as light sources (bulbs).
  - Item(s) damaged by normal wear and tear.
  - Item(s) damaged by improper or inaccurate use.
  - Item(s) damaged intentionally or due to gross negligence.
  - Item(s) damaged after exposure to moisture, sunlight, extreme heat, or cold conditions.
  - Items(s) damaged by external factors such as adverse weather.
  - Item(s) became over heated after exposure to central heating or other heat sources; or from using a higher wattage than advised.
  - Item(s) have received alterations from a third party.
  - Worn silverplate due to ordinary use and/or wear by polishing.



- Someone from the Steelite QC Department will respond back to the customer within 24 hours & will coordinate to have product shipped back to Steelite, if needed.
- Customer is responsible for freight costs to Steelite.
- Steelite will cover freight costs back to the customer.
- Once received we will determine if the issue is covered under the warranty and recommend the proper course of action.
- If covered under warranty, Steelite will automatically apply the appropriate remedy & return to the customer.
- If not covered under warranty, Steelite will provide a quote for repair and await further advisement from the customer on whether to proceed with the repair.

All warranty requests should be directed to enquiries@steelite-utopia.com