

# Warranty Document

- Company: Whitebox3 Ltd Trading as The Ballet Barre Company
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## 1. Overview

1.1 This Warranty applies to the supply of mirrors, vinyl flooring, curtains & track, brackets and barres and installation of mirrors, brackets, and barres by The Ballet Barre Company. It ensures the products and services provided meet our quality standards.

1.2 By purchasing from or engaging installation services with The Ballet Barre Company, you accept the terms outlined in this Warranty Document. The warranty will become effective as soon as the purchase or installation is complete and full payment made.

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## 2. Warranty Coverage

### 2.1 Products

We warrant that all products supplied, including mirrors, vinyl flooring, curtains & track, brackets, and barres, will be free from defects in materials and workmanship for a period of **12 months** from the date of delivery or installation (whichever is later).

### 2.2 Installation Services

We warrant that all installation services provided will be free from defects in workmanship for a period of **12 months** from the date of installation.

### 2.3 Scope of Coverage

This Warranty covers:

- Supply of mirrors, vinyl flooring, curtains & track, brackets, and barres.
  - Secure and proper installation of all products as per industry standards.
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## 3. Limitations of Warranty

### 3.1 Exclusions

This Warranty does not cover:

- Damage caused by misuse, neglect, or improper use.
- Wear and tear from normal use.
- Damage resulting from unauthorized modifications or repairs.
- Issues arising from pre-existing structural faults at the installation site.
- Damage due to external factors such as moisture, impact, or accidental damage.

### 3.2 Custom Orders

Custom or bespoke items are covered under this Warranty only for defects in materials and workmanship.

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## 4. Customer Responsibilities

### 4.1 Inspection on Delivery/Installation

The customer is responsible for inspecting the products and installation upon delivery or completion. Any visible defects or damages must be reported within **48 hours**.

### 4.2 Proper Use and Maintenance

The customer must:

- Use the products as intended (e.g., barres for dance or fitness purposes).
  - Follow care and maintenance guidelines, which are available on request.
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## 5. Claims Process

### 5.1 How to Make a Claim

To make a warranty claim, the customer must:

1. Contact us at The Ballet Barre Company.
2. Provide proof of purchase (e.g., invoice or receipt).
3. Describe the issue and provide supporting evidence, such as photos or videos.

### 5.2 Resolution Options

If the claim is valid, we will, at our discretion decide whichever resolution we feel most appropriate:

- Repair the defective product or workmanship.
- Replace the defective product.
- Provide a refund for the defective product or service.

### 5.3 Response Time

We will acknowledge your claim within **5 working days** and aim to resolve it within **30 days** of acknowledgment.

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## 6. Transferability

This Warranty is non-transferable and applies only to the original purchaser and installation site.

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## 7. Statutory Rights

This Warranty is in addition to, and does not affect, your statutory rights under UK law.

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## **8. Governing Law**

This Warranty is governed by the laws of England and Wales. Any disputes shall be subject to the exclusive jurisdiction of the courts of England and Wales.

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