
CASTAWAY POLYMER CASTINGS (PTY) LTD**REGISTRATION NUMBER 1998/015417/07***("The Company" or "CPC")***Castaway Polymer Castings (Pty) Ltd – Warranty & Guarantee Policy***Effective date: 01 July 2025*

Head office: Cape Town, South Africa. In this document “we”, “our” and “us” refer to Castaway Polymer Castings (Pty) Ltd, while “you” and “your” refer to the original purchaser of our goods.

1. Relationship to South-African Law

1.1. This Policy is intended to complement—and not to limit—your non-waivable rights under the Consumer Protection Act 68 of 2008 (CPA), including the six-month implied warranty of quality created by section 56. Where the CPA or any other applicable statute grants you greater protection than we promise below, the statutory protection applies.

2. Warranty Periods by Product Type

Product group	Warranty/Guarantee period
Mosaics, wall cladding, WPC panels and shower curtains	6 months from the date of delivery
Shower rods	1 year from the date of delivery
Standard bathroom accessories (e.g., towel rails, soap dishes, tumbler holders)	5 years from the date of delivery
Reconstituted-stone bathroom accessories	Lifetime (for as long as the original purchaser owns the product)

2.1. Note on “Lifetime”. For reconstituted-stone accessories the word “lifetime” refers to the period during which the original purchaser owns and uses the product in a private residential setting.

3. What the Warranty Covers

3.1. During the relevant period we warrant that each product is free from material or manufacturing defects. If a defect covered by this Policy arises and you have complied with Section 6 (Claim Procedure), we will, at our sole option:

3.1.1. Repair the defective item at our cost; or

3.1.2. Replace it with the same or an equivalent item; or

3.1.3. Refund the purchase price (or a pro-rata portion if only part of a set is affected).

4. What the Warranty Does Not Cover

4.1. The warranty does not apply if the defect results from:

4.2. Improper installation, incorrect use of adhesives or grouts, or failure to follow our published installation instructions.

4.3. Chemical attack, abrasive cleaners or exposure to temperatures or loads beyond those stated in our technical data sheets.

4.4. Normal wear-and-tear, fading or shade variation that is inherent in ceramic or polymer products.

4.5. Impact, abuse, negligence, accident, alteration, cutting, drilling or other post-manufacture modification.

4.6. Commercial or industrial use of products that are sold for domestic use only (for example, lifetime stone accessories installed in a public facility).

4.7. Any circumstance where the product has been mixed, fixed or permanently incorporated with other property and cannot be reasonably removed without damage.

4.8. Consumables (such as screws, wall plugs and seals) and freight costs incurred without our prior written approval are also excluded.

5. Transfer of Risk and Ownership

5.1. Ownership of each product passes to you on receipt of full payment.

5.2. The risk of loss or damage passes to you when the product is delivered and the delivery note is signed, or when it is collected by your nominated carrier.

6. How to Make a Warranty Claim

- 6.1.** Notify us in writing within seven calendar days of discovering the defect.
- 6.2.** Provide the original proof of purchase, photographs of the defect, and a brief written description of the fault and its location.
- 6.3.** Await an RMA (Return Merchandise Authorisation) or site-inspection appointment from our Customer Service team.
- 6.4.** Do not remove or dispose of the product until we have inspected it or authorised a return.
- 6.5.** Follow any packing, palletising or courier instructions that we supply. We will arrange and pay freight if the claim is accepted.
- 6.6.** We will confirm in writing whether the claim is accepted or rejected, normally within ten business days after inspection.

7. Limit of Liability

- 7.1.** Our liability is limited to the remedies listed in Section 3.
- 7.2.** Under no circumstances are we liable for indirect, incidental or consequential losses, including but not limited to labour, removal or re-installation costs, loss of profit, or damage to adjacent materials—except to the extent such liability cannot lawfully be excluded under the CPA.

8. Governing Law and Dispute Resolution

- 8.1.** This Policy is governed by the laws of the Republic of South Africa. Any dispute may be referred to the Consumer Goods & Services Ombud or to a competent court situated in Cape Town.

9. Protection of Personal Information

- 9.1.** Any personal data collected during the warranty-claim process is processed in accordance with the Protection of Personal Information Act 4 of 2013 (POPIA) and will be used solely to administer your claim or to deliver after-sales support.

10. Contact Details

Castaway Polymer Castings (Pty) Ltd

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Thank you for choosing Castaway products. We stand behind their quality and will use our best efforts to resolve any genuine defect swiftly and fairly.