



Lifetime Guarantee Terms & Conditions

Medicare Bathroom Range

Neaco are committed to providing you with quality, well designed products which are fit for purpose. In order that you can enjoy your Neaco product for many years, we offer a lifetime guarantee on any product from the Medicare range manufactured by Neaco. Our guarantee is only applicable in the UK and ROI and is subject to certain terms, conditions and exclusions which do not affect your statutory rights. The purchaser or original end-user must register the products within 60 days from the invoice date for the products to be covered under this guarantee. For any products registered after this period we reserve the right to offer cover by the standard 12 months manufacturer's warranty. Registration is completed via the Neaco website at www.neaco.co.uk/contact. Please complete the enquiry form by selecting the 'Lifetime Guarantee' option and detailing the following:

- Product
- Date of purchase
- Order number
- Company/customer details (including contact details)

What is covered

Our guarantee covers the material structure of any Neaco product purchased by you against material defects for the lifetime of the product (10 years). At our discretion, we will replace, in part or whole, any Neaco product which is covered by our guarantee. If a replacement product is offered, but the item to be replaced is a discontinued line then we reserve the right to replace the Neaco product with the nearest equivalent.

What is not covered

Our guarantee does not cover defects arising in respect of:

1. Fair wear and tear.
2. Misuse or abuse.
3. Non-customer use.
4. Failure to install the product in accordance with our written fixing instructions, by recognised professionals.
5. Failure to fit in compliance with required regulations.
6. Moving parts or parts which are likely to perish over time (such as door hinges or seals).
7. Other affected items which do not form part of the Neaco product.
8. Labour and other costs incurred by you (including direct and indirect losses) will not be covered by us.

This guarantee is non-transferable and applies solely to the purchaser or original end-user of the Neaco products.



Spectrum modular handrails, balustrade and balcony systems

Neaco are committed to providing you with quality, well designed products which are fit for purpose. In order that you can enjoy your Neaco product for many years, we offer a lifetime guarantee on any product from the Spectrum Modular Balustrade, Handrail and Balcony range manufactured by Neaco. Our guarantee is only applicable in the UK and ROI and is subject to certain terms, conditions and exclusions which do not affect your statutory rights. The purchaser or original end-user must register the products within 60 days from the invoice date for the products to be covered under this guarantee. For any products registered after this period we reserve the right to offer cover by the standard 12 months manufacturer's warranty. Registration is completed via the Neaco website at www.neaco.co.uk/contact. Please complete the enquiry form by selecting the 'Lifetime Guarantee' option and detailing the following:

- Product
- Date of purchase
- Order number
- Company/customer details (including contact details)

What is covered

At our discretion, we will repair or replace, in part or whole, any Neaco Spectrum product which is covered by our guarantee. If a replacement product is offered, but the item to be replaced is a discontinued line then we reserve the right to replace the Neaco Spectrum product with the nearest equivalent. The Lifetime guarantee on the handrail component parts is on a depreciation basis of 4% per annum. Our liability is for the supply of replacement components only and not the fitting of them. Upon registration the guarantee will start at the date of our invoice, after a period of 25 years no further liabilities in respect of parts or components will exist. We would require an annual inspection of the installation and a certificate to confirm that the inspection has been carried out and any maintenance/repairs recorded. The supply of replacement parts would be dependent upon the handrails being used correctly.

What is not covered

Our guarantee does not cover defects arising in respect of:

1. Fair wear and tear.
2. Misuse or abuse.
3. Where installation is completed by others, the failure to install the product in accordance with our fixing instructions, by recognised professionals.
4. Where installation is completed by others, the failure to fit in compliance with required regulations.
5. Moving parts or parts which are likely to perish over time (such as rubber components).
6. Labour and other costs incurred by you (including direct and indirect losses) will not be covered by us.

This guarantee is non-transferable and applies solely to the purchaser or original end-user of the Neaco Spectrum products.



Techdek Aluminium Open Grille Systems

Neaco are committed to providing you with quality, well designed products which are fit for purpose. In order that you can enjoy your Neaco product for many years, we offer a lifetime guarantee on any product from the Techdek range manufactured by Neaco. Our guarantee is only applicable in the UK and ROI and is subject to certain terms, conditions and exclusions which do not affect your statutory rights. The purchaser or original end-user must register the products within 60 days from the invoice date for the products to be covered under this guarantee. For any products registered after this period we reserve the right to offer cover by the standard 12 months manufacturer's warranty. Registration is completed via the Neaco website at www.neaco.co.uk/contact. Please complete the enquiry form by selecting the 'Lifetime Guarantee' option and detailing the following:

- Product
- Date of purchase
- Order number
- Company/customer details (including contact details)

What is covered

At our discretion, we will repair or replace, in part or whole, any Neaco Techdek product which is covered by our guarantee. If a replacement product is offered, but the item to be replaced is a discontinued line then we reserve the right to replace the Neaco Techdek product with the nearest equivalent. The Neaco Lifetime Guarantee is on the grille system component parts on a depreciation basis of 4% per annum. Our liability would be for the supply of replacement components only and not the fitting of them. Upon registration the guarantee will start at the date of our invoice, after a period of 25 years no further liabilities in respect of parts or components will exist. We would require an annual inspection of the installation and a certificate to confirm that the inspection has been carried out and any maintenance/repairs recorded. The supply of replacement parts would be dependent upon the grille system being installed correctly, used correctly, and that it has not been placed in an aggressive environment.

What is not covered

Our guarantee does not cover defects arising in respect of:

1. Fair wear and tear.
2. Misuse or abuse.
3. Failure to install the product in accordance with our fixing instructions, by recognised professionals.
4. Failure to fit in compliance with required regulations.
5. Moving parts or parts which are likely to perish over time (such as rubber components).
6. Labour and other costs incurred by you (including direct and indirect losses) will not be covered by us.

This guarantee is non-transferable and applies solely to the purchaser or original end-user of the product.