



Designer Bathroom Accessories and Taps



The Ultimate Name in Quality Products

Product Warranty

To whom it may concern

At Gio Bella we manufacture our products using high-quality materials selected to the same standards used by leading international brands. We stand behind the quality of our taps, mixers and bathroom accessories with the warranties set out below.

All products are warranted against defects in materials and workmanship, as well as flaking and rust, subject to the conditions listed in this document. In the event of a valid claim, the product will be repaired or replaced at our discretion, free of charge.

Our company holds public liability insurance of R2 million and product liability insurance of R3 million.

Warranty Periods

Product	Warranty Period	Mixer Cartridge
Chrome taps and mixers	15 years	1 year
Black taps and mixers	5 years	1 year
Platinum brass bathroom accessories	15 years	—
Zinc alloy bathroom accessories	5 years	—
Shower caddies	5 years	—
Shower heads and arms	5 years	—

Warranty Conditions and Care

The warranty applies only to products that have been correctly installed and reasonably maintained. Proof of purchase must be presented with every claim.

Bathroom Accessories

Accessories must be installed using the correct brackets supplied or recommended by Gio Bella. Clean only with warm, soapy water and a soft cloth. Harsh or abrasive cleaning chemicals, scourers or solvents must not be used, as these will void the finish warranty.

Shower Heads and Arms

Shower head nozzles must be cleaned regularly and kept free of dirt and calcium build-up to maintain proper water flow. The warranty covers manufacturing defects under normal domestic use and with appropriate care. Damage caused by neglect, improper maintenance, blockage, excessive water pressure, or failure to follow recommended cleaning procedures is excluded.

How to Make a Claim

Should you experience a problem covered by this warranty, please contact us with:

- Proof of purchase
- Clear photographs of the issue
- Product details and a short description of the problem

Email: marcod@giobella.com **Telephone:** +27 11 392 3913 **WhatsApp:** 084 452 7311

We aim to respond to all warranty enquiries within 3–5 working days. Once a claim is approved, the product will be repaired or replaced free of charge.

Kind regards

John Di Bella



G.V. DI BELLA IMPORTS

Member: G. Di Bella | Registration: CK 2000/021900/23 | VAT: 4590188001 | Exporters Code: 01800126

