



Product Warranty

Ultravex Panels

Product Range	GretaGrove Ultravex Panels, including all panels, trims, and accessories supplied within the range
Warranty Period	10 years from the date of purchase
Application	Internal wall installations in domestic and commercial settings, including kitchens, bathrooms, shower enclosures, feature walls, and showrooms
Warranty Holder	The original purchaser. This warranty is not transferable.
Issued By	Bargain Depot LTD t/a GretaGrove, 107 – 109 St Barnabas Road, Leicester, LE5 4BW, United Kingdom. Company No. 04707068

1. Warranty Statement

Bargain Depot LTD t/a GretaGrove warrants that its Ultravex Panels will be free from manufacturing defects in material and workmanship for a period of 10 years from the date of purchase, when the product is stored, installed, used, and maintained in accordance with the GretaGrove Installation Guide and Product Data Sheet current at the time of installation.

2. What This Warranty Covers

Subject to the conditions and exclusions set out in this document, this warranty covers the following defects arising from the manufacturing process:

- Delamination, blistering, or separation of the decorative surface from the panel
- Cracking, splitting, or structural failure of the panel under normal conditions of use
- Significant discolouration or fading beyond normal tolerances when used internally away from direct prolonged sunlight
- Warping, bowing, or distortion not attributable to installation error or environmental conditions outside the stated operating range
- Water penetration through the body of the panel caused by a manufacturing defect, where the installation has been correctly sealed

3. Conditions of Warranty

This warranty applies only where all of the following conditions are met:

- The product has been purchased directly from GretaGrove or an authorised GretaGrove stockist

- Proof of purchase, including the invoice or order number and date, is provided at the time of claim
- The product has been stored flat, indoors, and protected from moisture and extremes of temperature prior to installation
- The product has been installed internally onto a suitable, sound, dry, and level substrate, in line with the GretaGrove Installation Guide, using appropriate adhesives, trims, and sealants
- The product has been allowed to acclimatise in the installation environment for a minimum of 24 hours before fitting
- The product has been used only for its intended purpose as internal decorative wall panelling
- The installation has not been altered, repaired, or modified other than in accordance with written guidance from GretaGrove

4. What This Warranty Does Not Cover

This warranty does not cover, and GretaGrove accepts no liability for, the following:

- Damage caused by incorrect storage, handling, transport, or installation
- Damage caused by impact, abrasion, misuse, neglect, vandalism, or accident, including scratches, scuffs, and surface marks arising after installation
- Damage caused by fire, flood, leaks, condensation, substrate failure, structural movement, or any other event beyond the control of GretaGrove
- Discolouration or degradation caused by prolonged exposure to direct sunlight, UV sources, chemicals, solvents, or abrasive cleaning products
- Use of the product externally or in unsuitable environments, including areas of sustained high temperature such as directly behind hobs without suitable clearance or a protective barrier, or ambient temperatures outside the range stated in the Product Data Sheet
- Minor variations in colour, pattern, or texture between production batches, which are a normal characteristic of the product
- Water ingress at joints, edges, or penetrations arising from incorrect sealing or installation
- Fair wear and tear
- Labour, removal, disposal, reinstallation, or any consequential costs, unless required by law
- Products sold as seconds, clearance, or ex display stock

5. Making a Claim

Claims must be made in writing within 30 days of the defect first becoming apparent. To make a claim, contact GretaGrove at orders@gretagrove.co.uk providing:

- Proof of purchase, including the invoice or order number and purchase date
- A description of the defect, including when it was first noticed
- Clear photographs of the defect and the installation as a whole
- Details of the installation date, location, and environment

GretaGrove may request samples of the affected product or arrange an inspection of the installation before reaching a decision. Claims will be acknowledged within 5 working days and assessed within 28 days of receipt of all required information.

6. Remedy

Where a claim is accepted, GretaGrove will, at its sole discretion, either repair the affected product, supply replacement product of the same or equivalent specification, or refund the original purchase price of the affected product on a pro rata basis reflecting the remaining warranty period. Where the original product is no longer available, GretaGrove will supply the closest available equivalent. The remedy provided under this warranty is limited to the value of the product originally supplied.

7. Limitations

To the fullest extent permitted by law, GretaGrove shall not be liable for any indirect or consequential loss, including loss of profit, loss of business, or costs of removal and reinstallation. Nothing in this warranty excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability which cannot be excluded or limited under the laws of England and Wales.

8. Your Statutory Rights

This warranty is provided in addition to, and does not affect, your statutory rights under the Consumer Rights Act 2015, the Sale of Goods Act 1979, or any other applicable legislation. For business to business transactions, this warranty applies subject to the GretaGrove Terms and Conditions of Sale.

9. General

This warranty is governed by the laws of England and Wales and is subject to the exclusive jurisdiction of the courts of England and Wales. GretaGrove reserves the right to amend the terms of this warranty for future purchases. The warranty applicable to any purchase is the version in force at the date of purchase.