



Den Marketing LTD

IMPORTERS & DISTRIBUTORS TO THE PET TRADE

Thank you for purchasing our product

We take great pride in our quality and believe that this product should offer you trouble free operation throughout its lifetime providing you take care to follow the simple instructions in the 'Instruction booklet'. If you do experience any problems with you product, there are warranty details listed below and these should be read carefully.

Guarantee Detail

In case of product fault or failure

Our products are fully guaranteed for 12 months from date of purchase against any defects in materials and/or workmanship. If a problem does occur please return the product to the store in which it was purchased with proof of purchase to resolve your issue. If not please contact Den Marketing Ltd on number provided, we would need proof of purchase of the product and where you brought the item from for us to be able to deal with any issues.

Aquariums

Issues involving cracks and leaks will have to be viewed either in person in store or via emailed proof to Den Marketing Ltd. Tanks will only be replaced completely when proven product fault.

Electrical lighting and water pumps shown not to be working at the standard required or expected will be replaced with the spare part that suits your aquarium model.

Proof of purchase will be required with any claim so keep your receipt in a safe place. Guarantee void if components have been dropped, damaged, tampered or abused. Normal wear and tear exempted.

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