

HEALEY & LORD

Care of Your Classic Wooden Seat

Your Healey & Lord Classic wooden WC seat should give you many years of service. To ensure your Classic WC seat continues to look its best we recommend that you inspect your seat regularly and apply a good quality wax polish, from time to time to any natural timber seat finishes.

Please Note: The Healey and Lord Classic WC Seat is a solid timber product and as a result the finish of your WC Seat can deteriorate and the underlying timber could become permanently stained, if it is subjected to long term contact with urine or water. We recommend you check the underside of the ring regularly and keep it wiped clean and dry.

Cleaning Instructions

1. To clean use a damp cloth, and if desired, a mild disinfectant such as Detox sprays are suitable.
2. Do not use any neat chemicals and under no circumstances use any form of acid or alkaline cleaners such as lime-scale removers.
3. To Polish, most proprietary furniture polishes are suitable. From time to time a good quality wax can be used to bring out the full shine in your seat.
4. Abrasive creams and powders are definitely unsuitable and should be avoided as should scourers.
5. Polished Brass, Nickel & Chrome fittings should be cleaned regularly with a damp cloth, disinfectant and furniture polish. Please avoid using any abrasive metal polishes or chemical cleaners.
6. Car Chrome cleaners should only be used on chrome plated fittings and then please only use sparingly.

Please Note: It is advised that you do not sit on the lid of your seat. As the hinge fittings, being made of brass, are malleable and likely to be pressed onto the ring, which can result in damage.

Warranty & Returns Policy and Procedure

We will repair or replace your seat if it is found to be faulty in materials or workmanship during a one year period after purchase. Please inspect your seat carefully on delivery and in the unlikely event that you are not happy with it please contact us on the number or e-mail below and we will be very pleased to help you.

Once your seat has been installed you will appreciate that due to the nature of the product it is non-returnable, consequently we reserve the right to either repair (usually in the case of minor problems) or replace components or the complete seat under the terms of our warranty as required.

Should this be the case please follow the following procedure as far as possible, help us deal with the problem quickly and efficiently.

Please send an email to sales@healeyandlord.co.uk with a description of the reported fault and if appropriate photographs. This will help us determine the best course of action. If you are advised to return the seat, please take special care in the packing to avoid transit damage arising.

Should you experience problems with your seat, which are not covered by the warranty, please follow the procedure outlined above and we will offer any assistance that we can. In these cases, we will be pleased to provide an estimate of the costs involved for any repairs required.

Please be aware that the lids of our seats are not designed to be sat or stood on. If you do sit or stand on the lids you are almost certain to damage the finish or break the hinges. Damage arising from sitting or standing on the WC Seat would not be covered by the product warranty.