



COASTAL

Performance for life

PERFORMANCE FOR LIFE GUARANTEE

This guarantee applies to BLU, DURATIQUE and EDWIN brands only.

At Coastal, we believe hardware should perform for its whole life.

That's why we offer our **Performance for Life Guarantee**.

What this means

If in the unlikely event your BLU, DURATIQUE or EDWIN product fails under normal use, we will replace the product and cover the labour cost of re-fitting it.

What's included

- ☒ Replacement product
- ☒ Replacement fitting cost (labour element only)



What's not included

- ☒ Damage caused by misuse or accidents
- ☒ Failure caused by not following our care and maintenance guidance
- ☒ Changes or alterations made without approval

How a claim works

- A photo of the failed product is required
- The original installer should fit the replacement where possible
- If they are unavailable, Coastal will help find a local installer

Important notes

- *Replacement is like-for-like*
- *Replacement work may only proceed once the estimated time needed to complete the work, including travel, has been mutually agreed.*
- *Cost of equipment hire not included (we only cover cost of replacement product and labour to fit)*
- *Coastal not liable for redecoration or incidental damage during replacement*
- *One replacement per product per purchaser (exceptions investigated case-by-case)*
- *Valid from 1st January 2026*

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