



SEKHEM Warranty

Two-year limited warranty

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SEKHEM warrants the product against manufacturing defects, weld failure and folding-mechanism defects arising during normal use for two years from the documented purchase date.

Remedy

After inspection and acceptance of a valid claim, SEKHEM may repair or replace the affected product or component at its discretion. Replacement does not restart the original warranty period unless required by applicable law.

Not covered

Incorrect or non-professional installation; unsuitable or weak walls; incorrect anchors or modifications; misuse, impact, overloading, negligence, corrosion caused by chlorine, bleach, acids or aggressive chemicals; normal cosmetic wear; commercial abuse; or damage during customer-arranged return shipping.

How to make a claim

Contact SEKHEM before removing or shipping the product. Provide the order number, proof of purchase, installation photographs, clear photographs or video of the issue, and a description of use. Do not ship any product without written instructions.

Shipping and inspection

The customer bears shipment fees to and from SEKHEM unless the claim is confirmed as a covered manufacturing defect or mandatory Egyptian consumer law requires otherwise. SEKHEM may require inspection before approving a remedy.

Consumer rights

This warranty is additional to mandatory rights available under applicable Egyptian law and does not exclude rights that cannot legally be limited.