

## Warranty

### TOILETS AND URINALS

<b>VC Pans, Cisterns, Urinals &amp; Bidets</b>	25 years product replacement (VC only) 1 year parts and labour
<b>Plastic &amp; In-wall cisterns</b>	10 years product replacement* 1 year parts and labour *1 year product replacement (commercial)
<b>Cistern Valves</b>	3 years product replacement* *1 year product replacement (commercial)
<b>Toilet Seats (PP/Urea)</b> <b>Toilet Seats (Timber)</b>	5 years product/parts replacement 1 year product/parts replacement
<b>Smart Toilet</b>	25 years product replacement (VC only) 1 year toilet seat replacement 1 year electrical replacement
<b>Urinal Rough-in Electronic Kit</b>	2 years product/parts replacement

### TAPWARE & SHOWERS

<b>Tapware</b>	20 years product replacement* 10 years ceramic disc cartridge/aerator/flexi hose 5 years PVD finishes** 1 year non-PVD finishes** 1 year parts and labour 1 year product replacement (commercial) ** not including normal wear and tear, scratches and damage due to installation or use of abrasive cleaners
<b>Electronic Tapware</b>	2 years product replacement 1 year parts for non PVD finishes 5 years parts for PVD finishes 1 year parts & labour

<b>Shower</b>	20 years product replacement* 1 year parts for non PVD finishes 5 years parts for PVD finishes 1 year parts & labour *Shower hoses, Slides, Soap Dishes, Wall Fixings and Mounting Brackets: 1 year parts replacement *1 year product replacement (commercial)
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<b>Spare Parts</b>	5 years replacement product or parts
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## BATHS

<b>Acrylic Baths</b>	15 years product replacement 1 year parts and labour
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<b>Steel Baths</b>	10 years product replacement 1 year parts and labour
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<b>Bath components</b>	1 year parts and labour
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## BASINS

<b>VC Basins, Shrouds &amp; Pedestals</b>	25 years product replacement (VC only) 1 year parts and labour
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## ACCESSORIES

<b>Assist Accessories</b>	20 years product replacement 1 year parts for non PVD finishes 5 years parts for PVD finishes 1 year parts & labour
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<b>Bathroom &amp; Shower Accessories</b>	10 years product replacement* 1 year parts for non PVD finishes 5 years parts for PVD finishes 1 year parts & labour *1 year product replacement (commercial)
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<b>Bottle trap, wastes &amp; Spare Parts</b>	1 year product/parts replacement
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## SHOWER SCREENS & BASES

### Shower Bases Polymarble

20 years product replacement  
New base designs launched from 2020  
old base designs hold original warranty period

### Shower Tile Tray

10 years product replacement

### Shower Bases SMC

1 year product replacement

### Shower Screens

10 years product/parts replacement

### Shower Wall

5 years product replacement

### Shower Components

1 year product/parts replacement

## WARRANTY CONDITIONS

Product Warranty is provided by:  
Bathroom Products Australia Pty Ltd  
ABN: 87 079 297 617  
PO Box 728 Botany, Sydney. NSW. Australia. 1455.

P 1300 717 717 (business hours)

### Product Warranty

The benefits given by the warranty set out in this document are in addition to any other rights and remedies you may have under a law in relation to the goods to which the warranty relates. Our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

Warranty applies from the date of purchase (not installation), or for new buildings, from the date of handover. The extended warranty only applies to the original owner and is not transferable.

Note: Some BPA products may have a warranty period that differs based on whether they are used for Residential or Commercial purposes. Where terms and conditions for Commercial use are different to these of Residential use, they have been specifically detailed. Commercial use includes all use types other than for normal domestic residential purposes. As part of BPA's commitment to continuous improvement BPA reserves the right to make changes to its products at any time without prior notification.

## **Warranty Claims**

### Warranty Service Request Form

To make a claim under this warranty you must contact either the Merchant from which the goods were purchased or BPA directly by on line form and complete the following details:

- Details of the product type and product code
- A brief description of the product fault (with photographs of the fault)
- Proof of purchase (Or certificate for occupancy for new homes) of the goods including the date of purchase and where the goods have been installed
- Details of the licensed plumber who installed the goods
- Your contact details and Handover documentation (if relevant)

BPA will then contact you being advised of the claim by you or by the merchant (as the case may be) and depending on the circumstances arrange to either (a) replace the goods (b) repair the goods (c) replace and install new goods (d) request more information (e) reject the claim. BPA reserves the right to provide minor components as 'Parts Only' to the customer.

Where the goods claimed have not been installed, you must return the goods at your expense to either their point of purchase, or your nearest BPA distribution centre for evaluation. If the claim is then accepted, BPA will refund the freight cost to you when you give BPA proof of payment of the freight cost and the amount paid. For hygiene reasons, Toilet Seats cannot be returned once the packaging had been opened.

### **Site Calls**

Where BPA has arranged a site-call, and a claim is rejected following inspection (often in the case of unlicensed or incorrect installation), the consumer will be charged a callout fee of \$150 + GST, payable to BPA. In a case where BPA had arranged a repair or replacement, based on information received from a customer or merchant, and it was later found that BPA is not liable for the fault as identified on site, BPA will be entitled to recover any costs directly from the customer. BPA reserves the right to charge a service fee, to be payable by the warranty claimant. It is the responsibility of the warranty claimant to ensure that installed products are easily accessible for BPA to carry out warranty service. BPA will not be responsible for any costs where adequate access to products is not provided.

### **Warranty Conditions**

BPA will not accept claims against this warranty where the following conditions are found to exist:

- Plumbing installations have not been carried out by a licensed plumber.
- Installations that are not in compliance with the Australian Plumbing Code (AS3500) and ABCB (PCA) Guidelines.
- The goods have been installed by a licensed plumber but not correctly installed.

- The goods have been installed correctly by a licensed plumber, but subsequent repairs, modifications and/or adjustments to the goods after installation have not been carried out by a licensed plumber.
- Claims against faulty cistern valves and seals will be rejected where after-market sanitizing additives have been introduced into the cistern tank rather than the toilet bowl.
- Claims for visual defects to product surfaces may be rejected where harsh cleaning or scouring products have been used (rather than mild household detergent and soft, non-abrasive cloths).
- Claims against vitreous china product faulty dimensions or glazing imperfections that are permitted under AS1976 – Vitreous China used in Sanitary Applications. It is permitted that vitreous china products will vary up to  $\pm 3\text{mm}$  on any surface and be acceptable due to the unique conditions of the product's manufacturing process. Claims where proof of purchase is not provided.

### **Warranty Limitations**

To the extent permitted under Australian Consumer Law, BPA's responsibility is limited in the following circumstances:

- BPA is not responsible for any lack of operation or performance of goods (or loss or damage) where the goods have been subject to misuse, negligence, accident BPA is not responsible where goods are used or adapted for a purpose for which they were not designed.
- BPA is not responsible for any lack of operation or performance of goods (or loss or damage) where the goods are combined or integrated with other goods not supplied by BPA.
- It is the responsibility of the purchaser and/or installer, before installation, to ensure the goods are correct and free from obvious visible faults or defects.
- Breakage of any Glass part is not covered by warranty. Glass parts not reported broken upon receipt of goods, will not be replaced.
- Standards or regulations governing sewerage, plumbing, water supply and gas applicable to the location of the particular plumbing installation are not observed. This includes (without limitation) the Australian Standards (AS/NZ 3500.1 Plumbing and Drainage Part 1: Water services) which specify that the main water supply pressure to any new home, extension or renovation must be limited to 500kPa. The recommended continuous operating pressure for tapware is between 150-500kPa.
- BPA is not responsible for labour and rectification costs incurred in the above circumstances.

Except as expressly stated, and to the extent permitted by law, this warranty does not include any right to be reimbursed or compensated for physical or financial injury, loss, damage, expense, time or inconvenience (whether direct or indirect) or special or consequential losses arising out of the occurrence of a defect in the parts or products or caused by use or installation of the products or damages caused by acts of nature.



Any part or product not specifically listed has a 1 year warranty period.

Replacement products are limited to what is in stock at the time and are not guaranteed to match original installation.

Explanation of terms: Parts and labor – this is the warranty period during which the cost of removal and re-installation of a replacement product, should that be required, is covered. Product replacement-this is the warranty period during which an equivalent replacement product will be supplied (note that this may not include installation).