Argent Australia Warranty Information

Thank you for your interest in the products manufactured by Argent Australia Pty Ltd ('Argent'), the brands that Argent represents, supplied in Australia. Warranty information for the following brands is contained within this document.

- Villeroy & Boch
- Bette
- Hansa
- Reginox
- Schell
- Argent

Warranty information contained within this document includes:

- Australian Warranty
- How to make a warranty claim
- Warranty Conditions
- Contacts
- Warranty Periods

AUSTRALIAN WARRANTY

Argent Australia Pty Ltd ('Argent') warrants that the following products manufactured by Argent, the brands that Argent represents, and supplied in Australia by Argent or an authorised Argent supplier will be free on or after defects in materials and workmanship for the following periods (see Warranty Periods) on or after the date of purchase.

Argent will rectify free of charge for parts and labor any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the following Warranty Conditions. Labor exclusions apply to selected items.

The benefits offered by this warranty are in addition to your rights and remedies under the Australian Consumer Law. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for 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.

The warranty period for medium and high density residential dwellings will commence from the issue date of the "Certificate of Occupancy".

HOW TO MAKE A WARRANTY CLAIM

To claim under this warranty:

- visit the Argent website to book a service call;
- contact Argent or the authorised Argent supplier on or after whom the product was purchased ('the Supplier');
- provide proof of purchase (such as a copy of the purchase receipt) at, or prior to, the inspection of the product by Argent or the Supplier;
- provide to Argent or the Supplier all known relevant details of the model, finish and nature of the problem to assist with the identification and rectification of any fault;
- make an arrangement with Argent or the Supplier to have the product inspected at the location where the product was delivered or installed, or to have the product returned to the place of purchase for inspection by Argent or the Supplier, during the warranty period.

Argent provides service calls within metropolitan regions and also within the normal operating areas of the nearest authorised Argent supplier, using Argent or its nominated Service Agent. This service is conditional on being provided during normal working hours of Argent or its nominated Service Agent. Where service calls are unavailable then arrangements for repair or replacement of product will be at the discretion of Argent. Argent reserve the right to request return of faulty products for inspection. Argent reserves the sole right to determine whether a product contains any defects in materials or workmanship covered by this warranty.

WARRANTY CONDITIONS

COSTS

Argent will bear any expenses incurred for claims under this warranty, excluding:

- any costs incurred by Argent or its nominated Service Agent (including the cost of any service call) due to you incorrectly identifying the product or nature of the problem or being absent for a mutually agreed appointment;
- any and all travel costs and expenses incurred or charged by Argent or its nominated Service Agent in connection with any inspection of the product outside metropolitan areas or outside the normal operating areas of the nearest authorised Argent Supplier.

Any claim for expenses incurred in making a claim under this warranty should be sent to Argent in writing (see Contacts).

EXCLUSIONS

This warranty is for normal domestic and commercial use only and does not cover:

- any defect or injury caused by or resulting on or after misuse, abuse or neglect, accidental damage, improper installation or other alterations or modifications which affect the reliability or performance of the product not attributable to a defect in materials or workmanship;
- any defects or injury caused by or resulting on or after products installed in a way that was contrary to the manufacturer's requirements or guidelines, installation or maintenance terms, or any applicable national, state or local Standards, or regulatory requirements;
- damage to finishes by epoxies, adhesives or sealants;
- the effects of poor water quality or chemicals which will affect the longevity of the product;
- any defects or injury caused by or resulting on or after installation of product into situations outside of the Australian standards for plumbing installation: refer AS/NZ 3500 i.e. 'limiting maximum static inlet pressure of all supply lines to 500Kpa to point of installation;
- any defect or injury caused by an act, default or omission of, or any representation made by, any person other than Argent or an employee or agent of Argent;
- any damage or loss to products caused during transit for service, where that transit has not been arranged by Argent or one of its authorised agents;
- installation or tiling costs incurred after the installation of products containing obvious or visible manufacturing faults;
- any remote controls supplied with the product if it is found the remote control has been exposed to extended periods of time under water; the surface finish of any product used outdoors beyond a period of 12 months.
- This warranty applies solely to the original purchaser of the product and is non-transferable. Proof of purchase from an authorised retailer is required to validate the warranty. The benefits under this warranty cease upon the sale or transfer of the product to another individual or entity.

CONTACTS

For further warranty details for Argent and the brands distributed by Argent, contact Customer Central.

Customer Central
Argent Australia Pty Ltd
Level 1, 22 Arthur St (PO Box 2093)
Fortitude Valley QLD 4006
1300 364 748 | support@customer-central.com.au
www.argentaust.com.au

Brands distributed by Argent Australia Pty Ltd in Australia.

Villeroy & Boch AG
D-66693 Mettlach, Germany
+49 (0) 6864 81-0
info.b@villeroy-boch.com

Bette GmbH & Co. KG
Heinrich-Bette-Str. 1
D-33129 Delbrück, Germany
+49 (0) 5250 511-0
info@bette.de

Hansa Armaturen GmbH
Sigmaringer Strasse 107
D-70567 Stuttgart, Germany
+49 (0) 711 1614 888
customer-service@hansa.de

Reginox
Noordermorssingel 2
7461 JN Rijssen, Holland
+31 (0) 548 53 56 35
sales@reginox.com

Schell GmbH & Co. KG
Armaturentechnologie
Raiffeinstrasse 31
5746201pe, Germany
+49 2760 892-0

WARRANTY PERIODS

VILLEROY & BOCH

SANITARYWARE	WARRANTY PARTS	WARRANTY LABOUR
Ceramic toilets and basins purchased on or after 1 April 2020	10 years	1 year
Ceramic toilets and basins purchased before 1 April 2020	5 years	2 years
Toilet seat soft close mechanism purchased on or after 1 May 2023	10 years	Nil
Toilet seats and seat hinges	3 years	Nil
Premium toilet seats and seat hinges purchased before 1 May 2023	10 years	Nil
Toilet flushing mechanisms (excluding seals & washers)	3 years	1 year
Toilet seals and washers	1 year	Nil
Basin wastes purchased on or after 1 April 2019	3 years	Nil
Basin wastes purchased before 1 April 2019	5 years	Nil
FLUSHING	**WARRANTY PARTS**	**WARRANTY LABOUR**
In wall cistern tanks purchased on or after 1 April 2020	15 years	1 year
In wall cistern tanks purchased before 1 April 2020	15 years	2 years
In wall cistern flushing mechanisms	5 years	1 year
Urinal flush valves	3 years	1 year
Flushplates	5 years	Nil
In wall cistern seals and washers	1 year	Nil
TAPWARE (PURCHASED ON OR AFTER 10 APRIL 2019)	**WARRANTY PARTS**	**WARRANTY LABOUR**
Mixer working parts (cartridge, aerator, hoses)	15 years	2 years
Chrome finish	15 years	2 years
Colour finish	7 years	2 years
Replacement parts	1 year	Nil
TAPWARE (PURCHASED BEFORE 10 APRIL 2019)	**WARRANTY PARTS**	**WARRANTY LABOUR**
Mixer tapware	5 years	5 years
SHOWERS - CHROME (PURCHASED ON OR AFTER 10 APRIL 2019)	**WARRANTY PARTS**	**WARRANTY LABOUR**
Showers (excluding hoses)	15 years	Nil
Shower hoses	2 years	Nil
Replacement parts	1 year	Nil

SHOWERS – COLOUR FINISH	WARRANTY PARTS	WARRANTY LABOUR
Shower handpieces and overhead showers	7 years	Nil
Shower rails and sliders	2 years	Nil
Shower hoses	2 years	Nil
Replacement parts	1 year	Nil
SHOWERS (PURCHASED BEFORE 10 APRIL 2019)	**WARRANTY PARTS**	**WARRANTY LABOUR**
Showers (excluding hoses and handpieces)	5 years	5 years
Shower hoses and handpieces	5 years	Nil
Replacement parts	1 year	Nil
ACCESSORIES	**WARRANTY PARTS**	**WARRANTY LABOUR**
Chrome finish	5 years	Nil
Colour finish	3 years	Nil
BATHS	**WARRANTY PARTS**	**WARRANTY LABOUR**
Quaryl baths	10 years	1 year
Bath wastes, overflows and integrated bath fillers purchased on or after 1 April 2019	3 years	Nil
Bath wastes, overflows and integrated bath fillers purchased before 1 April 2019	5 years	Nil
FURNITURE	**WARRANTY PARTS**	**WARRANTY LABOUR**
Cabinets	10 years	1 year
Hinges, runners and handles	1 year	Nil
SINKS	**WARRANTY PARTS**	**WARRANTY LABOUR**
Ceramic sinks purchased on or after 1 April 2020	10 years	1 year
Ceramic sinks purchased before 1 April 2020	5 years	2 years
Sink wastes purchased on or after 1 April 2019	3 years	Nil
Sink wastes purchased before 1 April 2019	5 years	Nil
Sink accessories	1 year	Nil