

VEROTTI HOME SHOWER SCREENS - GENERAL TERMS AND CONDITIONS

IMPORTANT NOTICE: Please consider your purchase carefully. Tolerance allowances for wall and/or floor run outs/out of level/out of plumb, is to be no more than 5mm, subject to final measure. If you need more information or clarification about the suitability of Verotti Home Shower Screens before purchase, please contact us directly on 1300 837 688 or email info@verotti.com.

1. **Check measure / Site Consult Fee:** A fee of \$150.00 inclusive GST is chargeable by Verotti Pty Ltd ("Verotti") for all check measure/site consultations. This fee is non-refundable. In the event a check measure could not be carried out at time of scheduled appointment due to tiling being incomplete, an additional check measure/site consult fee will be applicable for re-attendance.
2. **Cancellation and Returns:** Due to the nature of Verotti Home Shower Screens, cancellation and returns are to be arranged by the customer. A 25% handling fee will also be applicable and charged directly. Acceptable returns are subject to final inspection. Refund by merchant will be issued provided final inspection has been approved and accepted by management. Returns can only be made by prior arrangement. Please contact Verotti on 1300 837 688.
3. **Important:** All details which may affect the position of shower should be advised at time of check measure, including furniture & fixings, water pipes and railings as these factors may affect the full functionality of your shower screen. Verotti is unable to accept any responsibility for any issues encountered after installation where such details have not been provided to Verotti at time of order or check measure.
4. **Lead Time:** Please allow 7 to 10 working days from date of signed order form, terms and conditions and/or check measure for installation of your shower screen. Should the check measure result in a custom made shower screen, lead time is 10 to 15 working days. Where any variation(s) is applicable and approval has not been provided at time of measure, lead time will be effective from date of approval.
5. **Installation:** Are to be within the times of 7.00am to 3.00pm, Monday to Friday and can take 2 to 4 hours per shower screen to install. You or an authorised person must be present on day of installation. We are unable to proceed with installation if this cannot be arranged. **DO NOT USE YOUR SHOWER FOR AT LEAST 48 HOURS AFTER INSTALLATION.**
6. **Cancellation of Install or Check Measure:** Cancellations should be advised with a minimum of 48 hours (or as soon as practicable). Please allow up to 7 working days for the next available installation day.
7. **Tiles:** Hollow or loose tiles are apparent when there is insufficient glue, adhesive has de-bonded or hollow voids are created from missing adhesive. In the instance of broken/cracked tiles (either on installation or a period of time thereafter) as a result of drilling into 'hollow tiles', Verotti will not be responsible for replacement costs incurred as it is the builder or tiler's responsibility to rectify accordingly. It is recommended that a tiler removes the tile, in your presence, to determine the reason for the crack. Should investigations determine there to be sufficient glue/adhesive or no de-bonding apparent, Verotti accepts responsibility (to the extent of repair &/or replacement costs) should the situation arise.
8. **Water Pipe Locations:** It is the customers' responsibility to inform at time of measure the water pipe location. Our standard locations of which holes will be drilled (where required) are 200mm - 220mm from floor tile up and 200mm - 220mm from top of glass panel;
 - i. When unable to provide/confirm the water pipe locations:
 - the standard measurements shall apply;
 - Verotti shall not be responsible for any repair &/or associated liability costs should the situation arise where pipes are pierced on install.
 - ii. When water pipe locations are provided:
 - the provided measurements shall apply;
 - Verotti accepts responsibility (to the extent of repair &/or replace costs) should the situation arise where pipes are pierced on install.
9. **Potential Water Leaking:** Please be aware due to the nature of frameless shower screens, leaking of water between gaps (generally referring to vertical gaps between glass panels) will be experienced. Vertical gaps between glass panels are 3mm. The extent or amount of leak experienced is dependent on other contributors which may include, shower head positioning, splashing while in use and amount of water pressure being used at any one time. Please consider this when designing your shower screen.
10. **Potential Flex:** All frameless shower screens will have some degree of flex in panels. It is not possible to achieve zero flex in frameless glass regardless of size of panels. Stabilisation can be considered as an option with corner glass shelves or support bars. These options are available at an extra cost.

Warranty Coverage

1. Subject to the conditions and exclusions below, Verotti will undertake to rectify any fault due to defects in materials or workmanship by providing free of charge reinstatement of the product achieved by either through repairs, replacement of individual components or product within the defined warranty period. Regardless of any interim service within that period, the warranty shall expire within the warranty period as detailed under period of warranty coverage section.
2. All products used in domestic and residential application only are covered by this warranty.

Period of Warranty Cover

Verotti provides the following warranty conditions for frameless glass supplied and installed effective from date of completion of installation:

- 7 years for workmanship;
- 12 months on plastic water seals and aluminium water bars;
- 12 months on chrome and matte black fittings;
- 10 years for Verotti Glass Protection on new shower screens (please refer to our Care & Maintenance Instructions)

Exclusions

1. This warranty excludes:
 - i. Any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, installation by a non-licensed installer or other alterations which effect the reliability or performance of the product not attributable to faulty manufacture, parts or labour.
 - ii. Products not installed in accordance to relevant Australian Standards and Regulations.
 - iii. Products used for incorrect application, including fitting of other devices.
 - iv. Damage to surfaces or finishes by contact with other improper materials, unsuitable cleaning products, or external impact, obstructions or abuse during installation and after installation use.
 - v. 'Spontaneous breakage' of glass and any damage caused to property as a result of glass exploding.
What is 'Spontaneous breakage'? Inherent in the glass production process are microscopic imperfections in the glass. Most are completely harmless, but nickel sulphide (NiS) has been shown to cause failure of glass. The spontaneous breakage is not limited to NiS but any foreign particles may enter the raw glass mix of manufacturing. Over several years, the particles create cracks and additional stress leads to spontaneous glass failure with no visible cause. This type of breakage is very rare as most breakages are the result of impact or structural movement. It is for this reason that Verotti is unable to offer any warranty for spontaneous glass breakage.
2. This warranty is not transferrable.
3. Verotti's obligations under warranty are limited to the repair or replacement of materials or products due to defect in materials or workmanship. To the extent of the law, Verotti will not be liable for any claimed loss or damages to furniture and fixings due to any defect in material or product.

Maintenance

1. Our Care and Maintenance instructions for shower screens are made available on our website at www.verotti.com
2. Regular checking of fittings should be carried out to tighten accordingly as frequent use may cause them to loosen.

Authorisation

I, _____ approve for Verotti to proceed with the supply and installation (if applicable) of my order in accordance to the signed order form attached. I also acknowledge and accept the general terms and conditions as detailed above.

Date: _____

Sign: _____