

Trading Terms and Conditions

Price

- Prices for goods will be as per our Official Price List.
- We will impose a handling and delivery Charges on deliveries outside of Sydney Metro
- Prices may change at any time without notice.

Damage, shortage, loss in transit

Any damages or shortage of goods must be advised to us within 2 days of the delivery date. and before the items delivered to the end customer.

Goods Return Policy

- All returns must receive the prior approval.
- Goods must be returned to Poseidon in the original packaging, in “as new” condition.
 1. 15% of the invoice value plus freight will be charged on goods returned within 30 days,
 2. 30% of the invoice value plus freight will be charged on goods returned 31-90days,
 3. 50% of the invoice value plus freight will be charged on goods returned 91-180 days,
 4. Any products over 6 months will not be accepted, unless the product is deemed defective.
- Credit for goods returned are subjected to approval. Damaged goods returned will not be credited. Further 10% worth of goods will be charged for re boxing on goods not returned in original box, but in as new condition.
- The customer will be responsible for freight charges and insurance of transportation for returns.

Warranty Guide

Poseidon Building Supplies Pty Ltd T/A Poseidon Bathroom and Kitchen (Poseidon) will supply supportive after sale services to our merchants and end users.

Any approved warranty claims will include first year labour and free delivery to Sydney Metro, Warranty policies for different product types are set out as below.

Warranty Policies for Domestic Use

Product Type	Warranty Period and Details
Ceramic basins	10 years replacement on ceramic 1 year replacement on parts
Toilet Suites	10 years replacement on ceramic 1 year replacement parts which include toilet seat covers, flush pipes and buttons. 3 years replacement on inlet or outlet valves.
Bath tubs	10 years replacement on bath shell 1 year replacement on parts 3 years replacement on bath outlets
Vanities	10 years replacement on PVC cabinet 3 years replacement on MDF Cabinet 3 years replacement on legs and runners
Shaving cabinets	1 year replacement parts or complete product
Laundry tubs and cabinets	5 years replacement on parts or complete product
Kitchen sinks	10 years replacement on parts or complete product
Pop up wastes and floor wastes	1 year replacement parts
Mixers	15 years ceramic cartridges, 7 years replacement parts or complete product
Showers	3 years replacement on heads, arms and rails 1 year replacement on hoses
Accessories	1 year replacement parts or complete products

Warranty Policies for Commercial or Public Use

Product Type	Warranty Period and Details
Ceramic basins	5 years replacement on ceramic 1 year replacement on parts
Toilet Suite	5 years replacement on ceramic 1 year replacement parts which include toilet seat covers, flush pipes and buttons. 1 year replacement on inlet or outlet valves.
Bath tubs	5 years replacement on bath shell 1 year replacement on parts 1 year replacement on bath outlets
Vanities	5 years replacement on PVC cabinet 1 year replacement on MDF Cabinet 1 year replacement on legs and runners
Shaving cabinet	1 year replacement parts or complete product
Laundry tub and cabinet	1 year replacement on parts or complete product
Kitchen sinks	5 years replacement on parts or complete product
Pop up wastes and floor wastes	1 year replacement parts
Mixers	5 years ceramic cartridges, 3 years replacement parts or complete product
Showers	1 year replacement on heads, arms and rails 1 year replacement on hoses
Accessories	1 year replacement parts or complete products

Poseidon 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, and/or are not in accordance with the Plumbing Code of Australia AS3500 and ABCB guidelines.
- The goods have been installed by a licensed Plumber but not installed properly.
- The goods have been installed correctly by a licensed Plumber, however 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 toilet cistern tanks, rather than to the toilet bowls.
- Claims for visual defects to product surfaces may be rejected where harsh cleaning or scouring products have been used
- Claims against vitreous china product faulty dimensions or glazing imperfections (that are permitted within AS1976 - Vitreous China used in Sanitary Applications). It is permitted that vitreous china products will vary up to +/- 5mm on any surface and be acceptable products due to the unique conditions of the product's manufacturing process.
- Claims against damages on MDF vanities due to leaking tap wares or pipes.

Warranty claim procedures

To make a claim under this warranty you must contact either the Merchant from which the goods are purchased or Poseidon directly by telephone, fax or email as set out above. A warranty form can be downloaded from our website www.poseidonbk.com.au. You will need to provide:

1. proof of purchase of the goods including the date of purchase;
2. address of the goods installed;
3. details of the licensed plumber who installed the goods.

Poseidon will then contact you within 7 days of first being advised of the claim by you or by the merchant 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.

Site Calls

Where Poseidon 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 call-out fee of \$150, payable to Poseidon Bathroom and Kitchen.

Water Damage

Some claims may include a claim for rectification of water damage to surrounding areas as a result of leaking from a product. Such claims will require a site-call by a Poseidon representative who will evaluate the claim. A further inspection by an insurance representative may also be required before a claim can be determined.

Warranty Limitations

To the extent permitted under the Australian Consumer Law, and other relevant legislation, **it is the responsibility of you and installer before installation to ensure the goods are correct and free of obvious visible faults.** Poseidon's liability is limited in the following circumstances:

- Poseidon is not responsible for any lack of operation or performance of goods (or any loss or damage) where the goods have been subject to misuse, negligence, accident or are used or adapted for a purpose for which they were not designed.
- Poseidon is not responsible for the labor and rectification costs incurred in the above circumstance.

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 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.