



**WARRANTY
TERMS AND CONDITIONS**



Terms of Warranty

Artinox Sinks Pty Ltd (A.B.N 62 644 376 563 (Artinox Sinks)), warrants to the original purchaser of the product that under proper care, domestic/residential use and maintenance the products supplied by Artinox Sinks, will be free from defects in workmanship and materials subject to the terms and conditions which follow. Artinox Sinks' warranty only applies to the original owner and is not transferable.

Whilst our products are manufactured to the highest standard, our warranty is in addition to other rights and remedies that you have under Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)).



Warranty Conditions and Exclusions

Artinox Sinks. and the manufacturer are continually seeking ways to improve design specifications, aesthetics and production techniques of our products. As a result, alterations to the specifications and dimensions of our products occur continually. Artinox Sinks reserves the right to modify warranty provisions without prior notification. Warranty coverage will be determined by the warranty provisions at the time of the claim.

Should any warranty claim be made and attended by an Artinox Sinks authorised Service Agent and that in the opinion of the Service Agent or Artinox Sinks, the problem was from faulty installation or the use of Products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods which Artinox Sinks is responsible. Artinox Sinks Australia reserves the right to charge a service for each service staff attending the premises where products have been installed.

Artinox Sinks Australia requires adequate access to Products, Fittings and Fixtures to undertake warranty repairs. Artinox Sinks will not be responsible for any consequential damage or costs where adequate access to Product Fittings and Fixtures is not accessible.

To the extent permitted by law, Artinox Sinks Australia will not be responsible for any consequential loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the Products or Components. Artinox Sinks will not be responsible for any costs associated with warranty work undertaken without our knowledge and prior approval.



Stainless Steel Sinks

It is the installer/consumers responsibility :

Installation of any sink is the responsibility of the customer or the customer's installer. We highly recommend installation (in particular flush mount installations) to be done by qualified and experienced plumbers, stonemasons or cabinet makers. All plumbing connections to the sink must be undertaken by a qualified plumber or cabinet maker;

ALWAYS check the sink for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical product measurements for cut-outs – the manufacturer's template is supplied as a guide only and may differ over time;

ALWAYS check to ensure the product has all of its components;
By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust;



Stainless Steel Sinks

Warranty will be void if

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a qualified and experienced stonemason or cabinet maker and if a licenced plumber or cabinet maker does not connect the plumbing fittings;
3. The product is not installed according to relevant National Standards and State Regulations, Artinox Sinks installation instructions, information or advice provided by Artinox Sinks;
4. The product's serial number has been removed, defaced, changed or tampered with in any way;
5. The product has been modified or altered outside the original factory specifications;
6. Scratching, denting, rusting, spotting or discolouration is not covered by Artinox Sinks 25 year warranty. Artinox Sinks maintenance hints and installation instructions to protect the stainless steel must be followed;
7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
8. There has been any damage to the product (including but not limited to corrosion) due to misuse, negligence, improper maintenance or other abuse or misuse;
9. There has been damage to the stainless steel by physical or chemical products. This includes, but not limited to, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining, discolouration or corrosion of the surface.