



Care Instructions

Caring for your tapware is simple. Do not use anything apart from water and a clean microfiber cloth on the surface of the product. Completely clean your tapware weekly or after you get it wet. This is to stop mineral build-up on the tapware's surface. This will help to preserve its lustre, shine and maintain your full warranty on the finish of the tapware.

In the case of any contaminant, chemical, mineral or grime coming into contact with the product, use a large bucket of warm soapy water, take your time washing the surface, rinse, before buffing with your clean microfibre cloth. Always use a good quality, clean microfibre cloth when washing and drying the product. Use a separate cloth for washing vs drying.

Do not allow any chemicals, hard/salt water, acids, or alkalis to come into contact with the surface of the product. Do not use rough or dirty cloths, abrasive cleaners, or pads as it may damage its coating and is not covered by our warranty.

Keep your XUDE cleaning cloth separate when washing it. Any dirt/particles in your washing machine will stick to the cloth, as is the clothes design. You can purchase additional clothes from our website. For any questions, please contact sales@xude.com.au for assistance.

Warranty

Our goods are covered by a 25-year replacement warranty on the product finish and structure, as well as a full 50-year warranty on the cartridge inside that mixes the water. We cover all faults that arise from any manufacturing fault. The above warranties are subject to the terms and conditions set out in this document.

Our warranty covers manufacturing faults. It does not cover damage that occurs as a result of exposure to your particular environment or from improper care. Furthermore, damage from not following our care instruction above will void warranty. Our staff are experienced and trained in this area and decisions are final.

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 fault and for compensation for any other reasonably foreseeable loss of 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.

Upon fault, the product must be isolated from use, to prevent any subsequential damage to the surrounding area. To the above extent, Xude excludes all liability for damage or injury to any person, property and any indirect consequential or other loss or damage.

Warranty claims must be pre-approved and made in writing to sales@xude.com.au when the issue first becomes apparent. If the product is required to be returned, then the customer must pay for the expenses relating to the return.

If the warranty claim requires us to attend your location and the fault is a result of faulty installation, then we reserve the right to charge a service fee for each visit to the location.

This warranty will apply only where all the following conditions are met: the product is installed according to the installation instructions by a plumber or appropriate tradesman licenced to install the product; proof of purchase is provided; and the product has been installed for and is subjected to domestic use.

Evidence must be provided that installation was performed by a licensed plumber or tradesman licensed to install the relevant product.

This warranty shall not apply if:

- Isolation valves are not installed where required
- Silicones have been used in the installation of the product
- Failure to follow all supplied instructions (installation, operating and care)
- Repair work is performed without our prior written authorisation.
- Damaged from misuse, neglect or accidental
- The good has discolouration or the finish is affected by chemical, electrochemical, chemical, harsh detergent, abrasive cleaners, acids, alkalis, salt/hard water or environmental factors.
- Failure to follow the product care instructions