

WARRANTY – AUSTRALIA ONLY

FIMA Carlo Frattini Warranty Information & Notes

AUSTRALIAN WARRANTY FOR DOMESTIC RESIDENTIAL USE

Fima Carlo Frattini warrants that the following products manufactured by Fima Carlo Frattini and supplied in Australia by an authorised Fima Carlo Frattini supplier and used for domestic residential purposes only will be free from defects in materials and workmanship for the following periods from the date of purchase:

- 15 years for tapware;
- 5 years for accessories, showers (excluding shower hoses) and flexible mixer tails;
- 1 year for shower hoses, pull out spray hoses, hob shower hoses, seals and washers;
- 1 year for replacement parts for products not covered by one of the above warranties.

Note – this warranty excludes special finish surfaces i.e., all surfaces other than chrome. The warranty period for special finish surfaces is (1) year.

For tapware Fima Carlo Frattini will also provide replacement parts free of charge if they are required to rectify any fault due to a defect in materials or workmanship appearing within the last 10 years of the warranty period subject to the conditions set out below.

Labour is not included in the last 10 years of the warranty period for replacement parts.

For accessories, showers and shower hoses, Fima Carlo Frattini will rectify free of charge for parts and labour any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the conditions set out below.

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.

AUSTRALIAN WARRANTY FOR COMMERCIAL USE

Fima Carlo Frattini warrants that the following products manufactured by Fima Carlo Frattini and supplied in Australia by an authorised Fima Carlo Frattini supplier and used in a commercial premise will be free from defects in materials and workmanship for the following periods from the date of purchase:

- 2 years for tapware, accessories, showers (excluding shower hoses) and flexible mixer tails;
- 1 year for shower hoses, pull out spray hoses, hob shower hoses, seals and washers;
- 1 year for replacement parts for products not covered by one of the above warranties.

Note – this warranty excludes special finish surfaces i.e., all surface other than chrome. The warranty period for special finish surfaces is 1 year.

Fima Carlo Frattini will rectify free of charge for parts and labour any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the conditions set out below.

Fima Carlo Frattini deem that a commercial premise is any business, motel, hotel, airport, hospital or place that is not by its nature a domestic residential building.

HOW TO MAKE A WARRANTY CLAIM

To claim under this warranty:

- contact either Bathe or the authorised Bathe supplier from whom the product was purchased (collectively referred to as the “Fima Agent”);

- provide proof of purchase (such as a copy of the purchase receipt) at or prior to the inspection of the product by the Fima Agent;
- provide to the Fima Agent 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 the Fima Agent 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 the Fima Agent, during the warranty period.

Fima Agents provide service calls within metropolitan regions and also within the normal operating areas of the nearest authorised Fima Agent, using Fima or their nominated Service Agent.

This service is conditional on being provided during normal working hours of the Fima Agent or their nominated Service Agent. Where service calls are unavailable then arrangements for repair or replacement of product will be at the discretion of the Fima Agent. Fima Agents reserve the right to request return of faulty products for inspection. Fima Carlo Frattini and Bathe reserve the sole right to determine whether a product contains any defects in materials or workmanship covered by this warranty.

COSTS

Fima Carlo Frattini will bear any expenses incurred for claims under this warranty, excluding:

- any costs incurred by a Fima Agent or their 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 Bathe or their nominated Service Agent in connection with any inspection of the product outside metropolitan areas or outside the normal operating areas of the nearest authorised Fima Agent.
- any claim for expenses incurred in making a claim under this warranty should be sent to Bathe in writing at the address below.

EXCLUSIONS

This warranty does not cover:

- Any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, or installation by a non-licensed plumber or the fitting of other devices to the outlet of tapware;
- Any defects or injury caused by or resulting from products installed in a way that was contrary to any applicable national, State or local Standards or regulatory requirements;
- Any defect, damage or injury caused by or resulting from the effects of hard water, inadequate flushing of system, or failure to clean and replace outlet aerator inserts or other alterations or modifications which affect the reliability or performance of the product;
- Damage to finishes by epoxies, adhesives or sealants;
- The effects of poor water quality and chemical attack which will affect the longevity of the product;
- Defects or injury caused by or resulting from installation of products in situations outside of the Australian standards for plumbing installation;
- Any defect or injury caused by an act, default or omission of, or any representation made by any person other than Fima Carlo Frattini or an employee or agent of Fima Carlo Frattini.
- This warranty is only available to items purchased new through an authorised Bathe supplier and does not apply to ex-display or second-hand items. The warranty can only be relied upon by the purchaser of the new item and is not transferable.

CONTACT

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