

Duravit Warranty Information

AUSTRALIAN WARRANTY

Duravit AG (Duravit) warrants that the following products manufactured by Duravit and supplied in Australia by an authorised Duravit supplier will be free from defects in materials and workmanship, and for the following periods from the date of original purchase:

- Five (5) years for all ceramics items
- Five (5) years for ceramic finishes against crazing and cracking.
- Two (2) years for furniture items
- Two (2) years for acrylics
- Two (2) years for all cistern mechanisms for parts replacement warranty
- Twelve (12) months for parts only on seals and washers, subject to inspection.
- Two (2) years for toilet seats including seat hinges – parts only.

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

Regardless of any warranty service within the warranty period, the warranty shall expire at the end of the time frame set out above from original date of purchase.

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 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.*

HOW TO MAKE A WARRANTY CLAIM

To claim under this warranty:

- Contact Brightwater Bathware Pty Ltd t/a Bathe (“Bathe”) or the authorised Bathe supplier from whom the product was purchased (collectively referred to as the “Duravit Agent”)
- In all cases customers must provide a copy of the purchase receipt or PROOF OF PURCHASE, and installer’s details including ‘licence’ number and confirmation of the water pressure if the warranty claim is in relation to the cistern internals. Without this information we will be unable to process the warranty claim.
- Provide to the Duravit Agent all known relevant details of the model, finish and nature of the problem to enable the identification and rectification of any fault; Make an arrangement with the Duravit 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 Duravit Agent, during the warranty period.

Duravit Agents provide service calls within metropolitan regions and also within the normal operating areas of the nearest authorised Duravit Agent, using Bathe or their nominated Service Agent. This service is conditional on being provided during normal working hours of the Duravit 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 Duravit Agent. Duravit Agents reserve the right to request return of faulty products for inspection. Duravit and Bathe reserve the

sole right to determine whether a product contains any defects in materials or workmanship covered by this warranty.

COSTS

Duravit will bear any expenses incurred for claims under this warranty, excluding:

- Any costs incurred by a Duravit 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 Duravit 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 / CONDITIONS

Finishes/Surfaces

- Toilet pans shall not be installed on a sand and cement mix in which case the warranty will be void.
- Furniture surfaces are for use in normal bathroom conditions including adequate ventilation, removal of excessive surface water and proper sealing of any cracks in order to prevent water penetration.
- Acrylic baths and shower tray products need to be inspected by the purchaser for scratches and/or cracks prior to installation, no warranty is offered post installation.

Cistern Mechanisms

Maximum working pressure is 500kpa (as Australian Standards). Water pressure over this or poor water quality will void the warranty. Please Note: 95% of warranty claims associated with cistern internals are due to high water pressure and/or poor water quality; or incorrect adjustment of inlet and/or outlet value or not checking for water tightness of inlet/outlet value at installation.

Toilet Seats

Seat covers are not designed for standing on. The seat may become loose with time and through use – this is normal and needs simple ongoing maintenance and will not be considered a warranty issue.

Under-Counter, sit on and wall basins

A flexible waterproof sealant should be used to seal at the basin's edge with the vanity top/bench. Do not use epoxy type glues and/or attach the basin's underside to the vanity top/bench as this will void your warranty. Use a basin waste that has a suitable bevelled edge and gasket (or plumber's putty) to allow for expansion; do not over tighten the basin waste.



Replacement Parts Only

In the case of faulty parts requiring replacement under warranty, but not considered to require a service call (e.g., toilet seats and/or hinges, inlet and outlet seals and mechanisms, the Duravit Agent reserves the right to supply these as 'parts only' for warranty replacement to customers. The return of suggested faulty product for inspection may be requested prior to forwarding any agreed warranty replacement parts.

This warranty is for normal domestic and commercial use only and excludes any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation or other alterations or modifications which affect the reliability or performance of the unit not attributable to faulty manufacture. This warranty does not cover defects or injury caused by or resulting from poor installation or installation outside of National or Regional government standards.

CONTACT

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