

## AUSTRALIAN & NEW ZEALAND PRODUCT WARRANTY STATEMENT OF STANDARD WARRANTY CONDITIONS

### AUSTRALIAN CUSTOMERS

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.

### NEW ZEALAND CUSTOMERS

Nothing herein contained shall be construed in any way as excluding or limiting your rights under the Consumer Guarantee Act 1993.

### OUR WARRANTY

This product is also covered by the manufacturer's warranty set out in this document (**Our Warranty**).

Our Warranty is for a period of **Thirty (30) years for Sinks, Ten (10) years for Taps & Twelve (12) Months for Waste Fittings & Accessories** from the date of purchase.

This is in addition to (and does not exclude, restrict or modify) any rights or remedies to which you may already be entitled under the Australian consumer Law or the New Zealand Consumer Guarantee Act 1993 relating to this product.

**Our Warranty** (which is subject to the conditions below) covers rectification free of charge of any fault arising from defective materials or components, or faulty workmanship. The product will be repaired or replaced at the option of Blanco, and all costs of installation, removal, cartage, freight travelling expenses and insurance are to be paid by the customer.

**Our Warranty** is subject to the following conditions:

1. That the purchaser contact Blanco prior to any product repair.
2. That the purchaser carefully follows all instructions provided with the product and complies with all relevant electrical & plumbing regulations in their State when installing the product.
3. That the purchaser carefully follows the instructions relating to the proper use and care of the product and does not use the product for any purpose other than the DOMESTIC use for which it has been designed. If the product is used in commercial applications or for rental purposes, **Our Warranty** is limited to a **Twelve (12) month** warranty period covering all parts with **Three (3) months** on any labour cost of service or repair.

### SERVICE AREA

The provision of service under **Our Warranty** is limited by the boundary / territory area of the nearest service centre. Travelling cost incurred for service outside this area is not covered by **Our Warranty** and service will incur commercial cost to be paid by the customer regulated by the number of kilometres travelled beyond the service area. These costs will be disclosed to you for acceptance by you prior to your claim being processed.

### WHAT IS COVERED: By Our Warranty

During the warranty period, Blanco or its authorised Service Centre will at no extra charge, if your product is readily accessible without the need of special equipment and subject to the terms and conditions of this warranty, repair or replace any parts which it considers defective.

### WHAT IS NOT COVERED: By Our Warranty

1. Products installed damaged or incomplete or not in compliance with the relevant electrical & plumbing regulations in their State.
2. Normal wear and tear.
3. Unauthorised repairs or use of non genuine Blanco parts.
4. Any failure caused by the product not being used in accordance with the instruction and the installation manual provided with the product.
5. Misuse or abuse, including failure to properly maintain or service.
6. The clearing of blockages in pipes & hoses.
7. Damage which occurs during delivery or installation.
8. Claims to product surface due to accidental damage or damage caused from cleaning products not recommended by Blanco.

### HOW TO CLAIM OUR WARRANTY

You will need to contact Blanco in Australia or New Zealand by using the contact details below.

#### IN AUSTRALIA

Blanco is distributed by Shriro Australia Pty Ltd

Locked Bag 5002, Kingsgrove, NSW, 2208

Phone: 1300 795 572 Fax: 1800 686 413

Email: [customercare@shriro.com.au](mailto:customercare@shriro.com.au)

Web: <http://www.blanco-australia.com/>

#### IN NEW ZEALAND

Blanco is distributed by Monaco Corporation  
(Member of Shriro Australia Pty Ltd)

PO Box 4399, Shortland St, Auckland, 1140

Phone: 09 415 6000 Fax: 09 415 7060

Email: [service@shriro.com.au](mailto:service@shriro.com.au)

Web: <http://www.blanco-australia.com/>

**Note: Please complete the following details when you have unpacked the product and staple this card with the purchase invoice or sales docket.**

Model No.....

Serial No.....

Date of Purchase.....

Retailer.....