

WARRANTY GUIDE

Inspire Bathware offers warranty terms that extend the basic requirements. Different product types have different warranty periods and conditions. This guide is for the products used in domestic residential building. For commercial warranty terms contact your sales representative

Category	Warranty Details
Toilet Suites	10 years product replacement on vitreous china cisterns and pans
	3 years replacement products or parts on Inlet & Outlet Valves
	1 year replacement product or parts on toilet seats
Concealed Cistern	1 Year labor
	3 year parts replacement
Vitreous China Basins	1 year labor
	7 years product replacement on vitreous China Basins
Bath	1 Year parts and Labor
	7 Years product replacement
Vanities	1 year parts and labor
	7 years product replacement on vitreous china and poly marble top 5 years product replacement on Cabinet
Kitchen Sinks	1 year parts and labor
	15 years product replacement 1 year parts and labor
Mixers	15 Year ceramic disc cartridges
	7 Year replacement parts or complete products
Accessories	1 Year labor
	5 years product replacement
Showers and Bath Outlet	1 year labor
	3 years product replacement
Heated Towel Rail	1 year parts and labor
	5 years product replacement
Wastes	1 year product/parts replacement

PRODUCT WARRANTY

Our goods come with guarantees that cannot be excluded under 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. The periods of warranty and terms of cover (i.e. Product replacement or parts and labor only) are detailed in the preceding pages Warranty applies from date of purchase, not from date of installation.

WARRANTY CONDITIONS

Inspire Bathware will not accept claims against this Warranty where the following conditions are found to exist:

- Plumbing installations have not been carried out by a licensed plumber, and/or are not in accordance with the Plumbing Code of Australia AS3500 and ABCB guidelines.
- The goods have been installed by a licensed Plumber but not correctly installed.
- The goods have been installed correctly by a licensed Plumber, however subsequent repairs, modifications and/ or adjustments to the goods after installation have not been carried out by a licensed plumber.
- Claims against faulty cistern valves, and seals will be rejected where after-market sanitizing additives have been introduced into the toilet cistern tank, rather than to the toilet bowl.
- Claims for visual defects to product surfaces may be rejected where harsh cleaning or scouring products have been used
- Items with purpose of display are not covered by warranty.
- Claims against vitreous china product faulty dimensions or glazing imperfections (that are permitted within AS1976 – Vitreous China used in Sanitary Applications). It is permitted that vitreous china products will vary up to +/- 5mm on any surface and be acceptable products due to the unique conditions of the product's manufacturing process.

WARRANTY CLAIMS

To make a claim under this warranty you must contact either the Merchant from which the goods were purchased Inspire Bathware directly by telephone, fax or email as set out above, with details of the product fault. You will need to produce proof of purchase of the goods including the date of purchase and where the goods have been installed: You will also need to produce details of the licensed plumber who installed the goods. Inspire Bathware will then contact you within 3 days of first being advised of the claim by you or by the merchant (as the case may be) and depending on the circumstances arrange to either (a) replace the goods (b) repair the goods (c) replace and install new goods (d) request more information (e) reject the claim. Items with purpose of display are not covered by warranty.

Any claim of faulty or damaged products need be reported within 48 hours of deliveries made by Inspire bathware to stores, sites or items collected from the Inspire Bathware warehouse.

PLEASE NOTE THAT INSTALLATION OF ANY PRODUCT IS REGARDED AS ACCEPTANCE OF THAT PRODUCT AND THEREFORE NO CLAIMS FOR FAULTY OR DAMAGED GOODS CAN BE MADE AFTER INSTALLATION.

Claims after this period will not be considered.

SITE CALLS

Where Inspire Bathware has arranged a site-call, and a claim is rejected following inspection (often in the case of unlicensed or incorrect installation), the consumer will be charged a call-out fee of \$150, payable to Inspire Bathware.

Note: Response time will depend on technician availability

WATER DAMAGE

Some claims may include a claim for rectification of water damage to surrounding areas as a result of leaking from a product. Such claims will require a site-call by a Inspire Bathware representative who will evaluate the claim. A further inspection by an insurance representative may also be required before a claim can be determined.

WARRANTY LIMITATIONS

To the extent permitted under the Australian Consumer Law, and other relevant legislation, Inspire Bathware' s liability is limited in the following circumstances:

It is the responsibility of you and installer before installation to ensure the goods are correct and free of obvious visible faults.

- Inspire Bathware is not responsible for any lack of operation or performance of goods (or any loss or damage) where the goods have been subject to misuse, negligence, accident or are used or adapted for a purpose for which they were not designed.
 - Inspire Bathware is not responsible for the labor and rectification costs incurred in the above circumstance.
- Except as expressly stated, and to the extent permitted by law, this warranty does not include any right to be reimbursed or compensated for physical or financial injury, loss, damage, expense, time or inconvenience (whether direct or indirect) or special or consequential losses arising out of the occurrence of a defect in the parts or products or caused by use or installation of the products or damages caused by acts of nature.