

## Click here to submit your [Warranty Claim Form](#)

HOW TO USE THE WARRANTY CLAIM FORM.

Claims are to be lodged with all details required including:-

- Clients details,
- Place and date of Purchase,
- Stores Purchase order number.

These details will assist us in providing the best service possible.

The above form should be submitted when an item has failed to function as intended.

Please read our Warranty Returns and Refund Policy below prior to submitting your claim.

Should a warranty claim be made an authorised Inspire Bathware agent has attended the location,

inspected and is in the opinion that issue was caused due to incorrect or faulty installation or where

the products were misused or conditions of the claim are void as per the our Policy or if the warranty period is expired,

Otti Bathware has the right to charge a service fee.

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## Warranty Guide

Otti 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

<b>PRODUCTS</b>	<b>DOMESTIC WARRANTY</b> Product Replacement	<b>COMMERCIAL WARRANTY</b> Product Replacement
Vanities	10 years	12 Months
Tall Boys	7 years	12 Months
Stone Tops	7 years	12 Months

Ceramic Tops	5 years	12 Months
Basins	5 years	12 Months
Ceramic Sinks	7 years	12 Months
Attica Baths	10 years	12 Months
Framed Mirrors	12 Months	12 Months
LED Mirrors	12 Months	30 days
Shaving Cabinets	12 Months	30 days

All products Parts and labour - 12 Months

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This warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Products.

Our products come with guarantees that cannot be excluded under the Australian Consumer Law.

A replacement or refund will be offered for any major failure, upon inspection by an authorised representative

where a product is found to be defective in construction, material or assembly.

Goods maybe repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The warranty does not apply to other defects which may have arisen as a result of, without limitation,

the following:

accidental damage, abnormal stress or strain, harsh or adverse

weather conditions, abuse, misuse, mistreatment including excessive water pressure, temperature, or

neglect of any kind of the products.

Alterations and repairs of the Products other than by an accredited and licensed service agent or technician

are not covered.

## **CONDITIONS**

1. Items must be installed by a licensed tradesperson.
2. Failure is due to a fault in the manufacture of the product.
3. Proof of purchase is provided.
4. The installation of the product is in accordance with the instructions provided.

## **EXCLUSIONS**

To the fullest extent permitted by law, the manufacturer excludes all liability for damage or injury to any person, damage to any property and any indirect consequential or other loss or damage. Manufacturer will not be liable for the cost of installation or removal of any unit and the warranty will be VOIDED if damage occurred during or after INSTALLATION or a damaged or incorrect unit has been installed. Door and drawer adjustment; Unsuitable or improper use; Incorrect installation or installation not in accordance with the instructions provided; Installation or part installation by the purchaser or any person other than a LICENSED tradesperson; Normal wear and tear; Inadequate or complete lack of maintenance; water damage; chemical, electrochemical or electrical influences; excessive heat damage or Harsh detergents or abrasive cleaners used on product finishes, are NOT considered a warranty issue.

## **To Make a claim:-**

For all warranty queries customers are to contact the branch where the product was purchased.

These details can be found on your purchase invoice. Please provide them with photos or/video or issue if applicable, to illustrate issue clearly.

## **Please provide:-**

- 1. Name/Model No of product**
- 2. Proof of purchase**
- 3. Proof of installation (by licensed plumber/electrian)**
- 2. Photo/Video of the issue**
- 3. Contact name, number and address**

## **SERVICE CALL OUT FEES & CHARGES**

In the event of a call out for issues covered under the manufacturer warranty, no call out fees will apply.

If Otti Australia is called out and the cause of the issue falls within the warranty exclusions or the installation instructions have not been adhered to, the following charges will apply:

- Call out fee: \$200.00 initial cost, first 15 minutes included.
- Service time onsite: \$30/ billed in 15 minute increments.
- Call out times: Business hours 9am - 5pm.

Note: Response time will depend on technician availability.

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## **PRODUCT CARE AND MAINTANCE**

### **Acrylic baths**

Cleaning your bath

1. To preserve the polished surface, after use, clean with a soft cloth and warm soapy water to

wash away any body oils or soap residue that forms a ring tide mark.

Always add oils into a bath full of water. Never pour them into an empty bath.

2. As a weekly cleaner we recommend warm, soapy water.

Do not use powders, pastes, cream cleaners, thinners, window cleaning sprays or dry cleaning liquid, etc.

3. Stubborn marks or fine scratches may be polished out with Brasso.

4. With colour dyes in essentials oils and hair colours, first test that the colour won't stain your bath.

If it does, use Brasso to remove it.

### **Solid Surface Basins**

Everydaycare cleaning of Otti Australia Solid Surface products, to remove dirt and grime

that may build up on the surface, can be removed with a simple wipe using a damp soapy sponge or cloth,

followed by a rinse.

Do not use harsh chemical products such as acetone or strong acids which will stain the surface of the

product and should not be used. Never pour essential oils directly into an empty bath or basin, always add to

the water.

To remove stains always start with the cleaning method recommended under

'Everyday Care' first. If the

stain is still visible, clean using a damp sponge or cloth and a mild abrasive cream or paste cleanser (e.g.

Jif® or Gumption®) using a light, wide, circular motion. Then rinse. Lightly wipe the surface using

a wide circular motion. Take care to rinse the surface thoroughly. This cleaning method should remove most stains.

**Vanities, Tall Boy and Shaving Cabinets**

Everydaycare cleaning of Otti Australia cabinets products, to remove dust or dirt that may build up on the surface, can be removed with a simple wipe using a damp soapy sponge or cloth.

**LED Mirrors and Mirrors**

Everydaycare cleaning of Otti Australia mirror products, to remove dust or dirt that may build up on the surface, can be removed with a simple wipe using a slightly damp sponge or cloth. Ensure water does not get into any electrical points.

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[www.ottiaustralia.com.au](http://www.ottiaustralia.com.au)

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