

BATHROOMWARE MANUFACTURER WARRANTY

Range	Warranty	Detailed Comment
Ceramics	15/1 Years	15 Years replacement parts or complete product -1 year labour
Internal system (valves)	3/1 Years	3 Year replacement parts – 1 year Labour
Seat and Hinges, Flush Pipes, Button, other parts	1 Year	1 Year replacement parts or complete product – 1 year Labour
Vanities (Cabinet)	10/1 Years	10 Year replacement parts or complete product -1 Year Labour
Handles, Legs, Drawer, Runners	3 Years	3 Year replacement parts – 1 year Labour
Shaving Cabinet (Mirror Doors)	1 Years	1 Year replacement parts or complete product -1 year Labour
Acrylic Bath	5 Years	5 Year replacement on bath shell
Overflow Kits	1 Year	1 Year replacement parts and labour
Shower Screens and Frames, Hinges	1 Year	1 Year replacement parts
Under mount / Overmount Sinks	25/1 Years	25 Year replacement parts or complete product – 1 year labour
Laundry Tub and Cabinets Sets	5/1 Years	5 Year replacement Sink
Wastes	1 Year	1 Year replacement parts
Mixer	15/7/1 Years	15 Year ceramic disc cartridges-7 Year replacement parts or complete product-1 Year labour

Shower Heads & Arms, Bath Outlets, Shower rails	3/1 Years	3 Year replacement parts or complete product-1 year labour
Accessories, Shower hoses, Pop Up Wastes, Floor grates, Channels, All others	1 Years	1 Year replacement parts or complete product

What's not covered under Warranty

- Improper functioning of product due to incorrect installation
- Damage due to incorrect installation
- Damage due to accident
- Damage due to secondary transit or handling
- Improper care and cleaning
- Alterations to original product
- Inappropriate use and/or abuse of item/vandalism

Important note about Warranty Claims

Ceramica Homes Pty Ltd will provide supportive after sales and service or replacement of any product which, as a manmade item, may develop a production issue with the material component. However, the function and installation of the product is the responsibility of a licensed plumber. It is the responsibility of the licensed installer to inspect for damage prior to installation. No claims for damage/error/unsuitability will be considered after installation. Fabricators and Joinery must inspect product before installation for damage from handling or dimensional variation in manufacture. Undermount basins must be removable. If you have a functional problem with your product(s), which is not related to the material and product, you should contact the licensed installer in the first instance. If your installer fails to return and you still require on-site attendance for minor adjustments or to check the product, a service fee will apply. Proof of purchase is required for all Warranty claims.

HOW TO USE THE WARRANTY CLAIM FORM.

Claims must be sent to service@ceramicahomes.com.au with the below information.

- Client address and contact details
- Proof of purchase
- Images/ video of faulty product

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 Ceramica Homes agent has attended the location, inspected and is in the opinion that the issue was caused due to incorrect or faulty installation or where the products were misused or conditions of the claim are void as per our Policy or if the warranty period is expired.

Ceramica Homes has the right to charge a service fee.

Ceramica Homes Pty Ltd