

Kitchens & Joineries' Warranty

Ceramica Homes Pty Ltd provides Guarantee as a warranty against defects in the component parts of our cabinets, doors, bench-tops, taps, sinks and appliances as follows:

- **Cabinets Warranty**
 - 7 years warranty on all Polyurethane cabinets and doors.
 - 10 Years warranty on Laminex doors, for particular product warranty please visit Laminex [warranty page](#)
- **Benchtops Warranty**
 - 10 years on [Caesarstone](#)
 - 10 years on Quantum Quartz Stone
 - 15 years on Essa Stone
 - 2 years on [Laminex](#) benchtop.
- **Appliances**
 - 3 Years warranty on Di Lusso appliances
- **Glass Splashback**
 - 10 years warranty
 - 3 years custom printed splashbacks
- **Tap ware**
 - Please check Bathroom ware warranty

EXCLUSIONS & LIMITATIONS

The following are not defects in our products and are not covered by the Ceramica Homes Guarantee:

- Wear and tear;
- Cuts and scratches that appear after product delivery by us;
- Imperfections in the finishes or in the natural materials of sinks and taps;
- Accidental damage;
- Fading over time;
- Failure to maintain and clean product in accordance with manufacturer of Ceramica Homes instructions;
- Damage or deterioration due to exposure to salt water or salt air; or
- Rust when product is used outdoors.

All our Kitchens come with warranties 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 item repaired or replaced if the item fails to be of acceptable quality and the failure does not amount to a major failure.

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