

# Warranty Card

## Peace of Mind, Guaranteed.

At Tudaloo, we're not just selling a product; we're offering a promise—a commitment to quality, reliability, and your complete satisfaction. That's why every Tudaloo Pro comes with our comprehensive warranty coverage.

## What's Covered

### Length of Coverage:

Your Tudaloo Pro is protected by a 2-Year Limited Warranty, effective from the date of purchase. This warranty covers any defects in material or workmanship under normal use.

### What We Will Do:

Should your Tudaloo Pro experience any covered issues, we are committed to either:

- Repairing the product using new or refurbished parts,
- Replacing it with a new or refurbished Tudaloo Pro, or
- Providing a prorated refund based on the amount of time since purchase if repair or replacement is not feasible.

## How to Use Your Warranty

- 1) Contact Us: Reach out via email; [support@tudaloo.com.au](mailto:support@tudaloo.com.au) with your purchase details and a brief description of the issue.
- 2) Assessment: We'll guide you through the process of diagnosing the issue, which may include sending photos or returning the product to us for inspection.
- 3) Resolution: Once we've identified the problem, we'll proceed with the most appropriate solution to get your Tudaloo Pro back in perfect working condition.

## What's Not Covered

While we strive to ensure your complete satisfaction, there are a few scenarios where our warranty does not apply:

- Normal Wear and Tear: Gradual degradation from regular use.
- Accidental Damage: Any physical damage caused by misuse, drops, spills, or natural disasters.
- Unauthorized Modifications: Any alterations made to the Tudaloo Pro that were not approved by Tudaloo.
- Non-Commercial Use: The Tudaloo Pro is designed for personal, non-commercial use only.



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## Installation & Compliance

### Professional Installation Required

Your Tudaloo Pro must be installed by a registered plumber to ensure safety, optimal performance, and warranty validity. Incorrect installation may void your warranty.

### Adhere to Local Regulations

The purchaser is responsible for ensuring that the installation complies with local plumbing codes, including backflow prevention as per the National Construction Code - Volume Three. Non-compliance may affect the warranty and could pose health risks.

### Key Points:

- **Consult:** Always consult a licensed plumber familiar with local regulations.
- **Comply:** Ensure your installation meets all local plumbing and construction codes to uphold the warranty and ensure safety.
- **Document:** Keep records of the installation and compliance for warranty and regulatory purposes.

## Additional Information

- This warranty is non-transferable and applies only to the original purchaser.
- Proof of purchase is required for all warranty claims.
- Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitations may not apply to you.

## Your Satisfaction, Our Commitment

We believe in the quality of our Tudaloo Pro, and this warranty reflects our confidence in its durability and performance. If you have any questions or need assistance, our customer support team is always here to help.

Thank you for choosing Tudaloo Pro. Here's to many years of comfort and cleanliness, guaranteed.

