
WARRANTY

Our Warranty promise – Codes warranty policy covers our products for the periods shown in the table below. The start date of the warranty starts from the day the item is purchased from the retailer.

Warranty claims cover any fault, defect or failure occurring as a result of the manufacturing process. Damage or faults occurring as a result of misuse, accident, or wear and tear are not covered by our warranty policy.

If the product is out of warranty, we can still have the product repaired or replaced if accepted, however the cost of the repair or replacement will be charged to the customer.

RESIDENTIAL	WARRANTY PERIOD	TYPE
Cartridge	20 Year Warranty	5 Years Labour + 15 Years Replacement Part
Finish	5 Year Warranty	5 Years Labour
O-Rings, Aerator, Hoses, Mechanisms and parts	1 Year Warranty	1 Year Labour + Parts

COMMERCIAL	WARRANTY PERIOD	TYPE
Cartridge	1 Year Warranty	1 Year Labour + Parts
Finish	1 Year Warranty	1 Year Labour + Parts
O-Rings, Aerator, Hoses, Mechanisms and parts	1 Year Warranty	1 Year Labour + Parts

All Code products dispatched will have manuals and installation instructions included, please make sure these are read and retained. If these are missing from your products packaging, please contact your supplier/installer or download these from our website.

WARRANTY TERMS & CONDITIONS

The following conditions must be met, or the warranty will be deemed null and void.

- Proof of purchase (invoice or receipt) must be provided.
- The Nature product warranty is applicable only on items purchased and installed in New Zealand.
- The claimant must be the original purchaser.
- The product must be in the original building it was installed in.
- The product must be installed by a licensed plumber and installation instructions must be followed.
- Temperature and pressure limits within the installation instructions must apply.
- All products must be installed to relevant National Standards and State Regulations.
- The product has not been tampered with or repaired in any way.
- The product has not been damaged by misuse, accident, or neglect.
- The product does not contain excessive debris (in-line filters must be installed).
- The product has not been exposed to external environmental elements.
- All warranty covered repair work is to be undertaken by a Greens authorised service agent or plumber who has received pre-approval from Greens,
- Improper cleaning products, including cream cleaners and cleaners containing corrosive acids, scouring agents or solvent cleaners must not have been used on the product.
- Other conditions may apply depending on the nature of the installation.

Making a Claim

Any claim under this warranty must be made in writing to Code (sales@codebathroomware.co.nz)
The claim must be supported by proof of purchase including the date of original purchase of the Product.
Suspected defects in the product must be clearly photographed and noted on the claim form.

The product must also be made available for inspection by Code or it's authorised representatives.

If uninstalled the product at fault must be returned in original condition with packaging along with all components supplied. Failure to do so may result in a rejected claim.

After we have assessed your claim and it has been accepted there are three options available:

1. Refund: A refund will be made in the same tender as the original purchase for all cash sale purchases.
2. Credit Note: The issuing of a credit note/store voucher for the same value.
3. Repair or Replace: If the product is still within the warranty, then the repair or replacement will be at our expense. If the product is out of warranty, then we can still have the product repaired or replaced, however, the cost of the works and product will be charged to the customer. In some cases, we may not be able to repair or replace your product due to availability or discontinuation of that particular product line, in which case we will replace the goods with a product similar or offer a full refund upon return of the faulty product. See Warranty Policy below.

Code Warranty Policy

1. Wherever possible we will endeavour to repair any fault to a factory standard and return it to you at no charge
 2. Where repair is not possible or practical, we will replace the product with the same or similar product.
 3. If a repair or replacement is not possible due to the product being unavailable, we will exchange it for any Code products of the same value as your original purchase price.
 4. Where none of the above solutions is possible or practical then you have the option of receiving a full refund or store credit upon the return of the faulty goods.
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CARE GUIDE

Maintenance of the finish of your tapware is important. Here are a few simple tips to follow:

All Finishes

Chrome | Brushed Nickel | Brushed Stainless | Brushed Brass | Matte Black | Brushed Copper | Gun Metal |
Stainless Steel 304

- Nature tapware surfaces need to be cleaned regularly with a soft damp micro-fibre cloth using water mixed with a mild liquid detergent only, then wiped dry with a soft micro-fibre cloth to avoid water spots.
 - Do not use cleaning agents containing a corrosive acid or scouring agent, as well as cream cleaners (they are abrasive), as they may damage the surface which can void your warranty.
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