

DLH Designs offers a 5 year limited warranty on materials and workmanship. DLH Designs' warranty is dependent on the product being installed by a licenced plumber and that all installation instructions are followed. DLH Designs will not warrant basins that are installed damaged, please inspect your basin carefully before installation.

WARRANTY EXCLUSIONS

- + The development of pinholes or other changes that occur naturally in concrete.
- + Edge chipping.
- + The failure of sealer due to incorrect use or care. Please read and follow all care instructions carefully.
- + Normal wear and tear.
- + Use in any setting other than domestic.
- + Chemical damage.
- + Damage through the use of abrasive, acidic or alkaline cleaners.
- + Damage to the sealer from contact with cosmetics such as cleansers, moisturisers, facemasks, sunscreens etc.
- + Staining or scratching.
- + Cracking due to an overtightened or incorrectly installed waste, or due to exposure to hot water over 55 degrees Celcius.
- + Any basin installed without the rubber ring supplied.
- + Slight (up to 5%) variances in size. Such tolerances are expected in manufacturing.
- + Cracking/damage due to our installation instructions not being followed.

Concrete basins are resistant to stains and ingress of water but are neither stain nor waterproof. DLH Designs cannot predict nor control how our customers, their guests or their cleaners will use their basins. DLH Designs do not warrant wear/damage to the sealer through every day use nor any resulting damage to the concrete itself, nor do we warrant against staining caused by any substance.

Cont'd over

DLH Designs are suppliers of products only. We do not involve ourselves in the responsibility of install nor can we warrant the work of your plumber. If your basin needs to be replaced due to any reason including that of warranty, DLH Designs are responsible for the replacement of the basin only. DLH Designs will not be responsible for any costs associated with removal or installation of the new basin nor any other associated costs such as electrical, flooring, cabinets etc.

This limited warranty commences at the time the basin leaves our workshop. This warranty is not transferable during the warranty period to any subsequent owner of the residence where the product was original installed.

Warranty claims will not be accepted if:

- Not accompanied by proof of purchase
- Not claimed within a reasonable period of the defect becoming apparent
- Not accompanied by clear photographic depiction of the defect
- The damaged trough is not made available for inspection if requested or required. Any shipping costs associated with this are the responsibility of the customer.

In the instance that you need to claim an issue on warranty, forms are available at www.dlhdesigns.com.au under the "INFORMATION" tab in the header menu.

Please read the requirements carefully and provide ALL the information requested. Incomplete warranty claims cannot be processed.