



WARRANTY

Aquabella Shower Co., Ltd (AQUAS) grants its warranty under the terms and conditions as stated below.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

In addition to the warranties implied by the Consumer Guarantees Act 1993 and The Trade Practices (Australian Consumer Law) Amendment Regulations 2010 (No. 1) all AQUAS products used for domestic purposes and purchased after 1 October 2017, have the following special extended warranties:

Domestic Warranty 15 Years

First 10 Years: Under special extended warranty: All products and parts including hose, chrome surfaces and replacement parts, against any manufacturing defect or design fault, AQUAS or its agent will – at its discretion – either rectify any defect or fault by repairing or replacing the product or part, including meeting labour costs as required and any associated packaging or freight charges.

11 Years - 15 Years: Under special warranty: All products and parts including hose, chrome surfaces and replacement parts against any manufacturing defect or design fault. AQUAS will rectify any defect or fault by providing a replacement product or part as appropriate but labour costs and any other costs including packaging or freight charges will be the customer's responsibility.

Note – this warranty excludes special finish surfaces. The warranty period for special finish surfaces is 1 year.

Conditions:

The warranty applies only to use in Australia for normal residential domestic purposes. Proof of purchase is required e.g., the original invoice. The warranty periods as stated above apply from date of purchase with a 15 year maximum warranty period regardless of any interim rectification. The warranty is personal to the first end user and is not transferable. Products and parts must be installed and used according to AQUAS' Instruction Guide and within applicable pressure guidelines. A line strainer must be installed to the water supply. The water supply pipes must be flushed prior to connection. Acidic, citrus or alkaline cleaners must be thoroughly rinsed off showers and fittings immediately. Cleaners with scouring additives must not be used. Unapproved product modifications will void special extended warranty. Special extended warranty does not apply to the effects of hard water. It does not apply to products and parts deliberately or accidentally damaged or otherwise misused.

Commercial Warranty 10 years

AQUAS 10 Year Special Commercial Warranty: AQUAS products used for commercial purposes have, subject to the conditions below, the following warranties, being additional to any warranties implied by the Consumer Guarantees Act 1993 and The Trade Practices (Australian Consumer Law) Amendment Regulations 2010 (No. 1).

First 5 Years – Commercial Special Warranty including Light Commercial Special Warranty (Commercial is all use other than for normal residential domestic purposes, including use in non-business settings such as in public buildings, schools, and sports centres) relates to all products and parts including hoses, chrome surfaces and replacement parts, against any manufacturing defect or design fault. AQUAS or its agent will rectify any defect or fault by – at its discretion – repairing or replacing the product or part, including meeting labour costs and any associated packaging or freight charges.

Note – this warranty excludes special finish surfaces. The warranty period for special finish surfaces is 1 year.

6 Years – 10 Years – Light Commercial Special Warranty: (Light Commercial is Commercial use where the frequency of use is similar to residential domestic use e.g., private bathrooms in motels, hotels, retirement villages, hospitals), relates to all products and parts including hoses, chrome surfaces and replacement parts, against any manufacturing defect or design fault. AQUAS or its agent will rectify any defect or fault by providing a replacement product or part as appropriate but labour costs and any other costs including packaging or freight charges will be the customer's responsibility.

Conditions:

The warranty applies to purchases in Australia and applies only to use in Australia. Proof of purchase is required e.g., the original invoice. The warranty periods as stated above apply from date of purchase, with a 10 year maximum warranty period regardless of any interim rectification. The warranty is personal to first end user and not transferable. Evidence required of a regular servicing program (at least once a year). Products and parts must be installed and used according to AQUAS' Instruction Guide and within applicable pressure guidelines. A line strainer must be installed to the water supply. The water supply pipes must be flushed prior to connection. Acidic, Citrus or alkaline cleaners must be thoroughly rinsed off taps and fittings immediately. Cleaners with scouring additives must not be used. Unapproved product modifications will void special warranty. Special warranty does not apply to the effects of hard water. It does not apply to products and parts deliberately or accidentally damaged or otherwise misused.

How to make a warranty claim

To make a warranty claim, complete a Technical Service Request available as a pdf download from www.bathe.net.au and forward with proof of purchase. Bathe, on behalf of AQUAS reserves the right to determine any issue or uncertainty in connection with the warranty.

The Warranty is given by:

AQUABELLA Shower Co.,Ltd.

Address: Bangkok Free Trade Zone, 55/63-64, Moo 15,
Bangsaothong, Samut Prakarn Province, 10570 Thailand
Telephone: +66 (0)2 182 51 52 / +66 (0)2 182 5304
Email: info@aquabellashower.com
Website: www.aquasshower.com

BATHE CONTACT DETAILS

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Email: service@bathe.net.au
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