

FRANKE - 50 YEAR STAINLESS STEEL SINK WARRANTY

WARRANTY DETAILS

All Franke sinks are covered by a 50-year Manufacturer's warranty that complies with the Competition and Consumer Act (2010) in Australia. The warranty is not transferable and covers the original purchaser of the product used in a Domestic/Residential setting. 50-year warranty is for sink only, other accessories and waste fittings are covered for (12) months.

CONDITIONS

- By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, dents and discolouration.
- The sink installation is the responsibility of the customer and we recommend it be done by a qualified installer and all plumbing be done by a registered plumber.
- Sink warranty starting from date of purchase of product, providing the product has been installed in accordance with the manufacturers installation instructions and used in a normal residential application.
- The warranty only applies if a document proving the date of purchase is produced.
- Any faults caused by **defective production or materials** will be repaired/replaced, at the sole discretion of Franke, either by repairing faulty components or by replacing the whole product with the same or an equivalent model where the balance of the warranty period from the original date of purchase will take effect.
- **This warranty does not cover scratching, denting, rusting, spotting, discolouration or tampering with.**
- Any imperfections in the finishes or in the natural materials used should not be considered as faults but a typical characteristic of these crafted products.
- The guarantee does not cover product removal or re-installation costs, visits and calls of specialised technicians, costs borne by the customer due to the unavailability and/or non-use of the product.
- Do not use hydrochloric acid, bleach or salt water in the sink this can effect the stainless.

MAKING A WARRANTY CLAIM

Should you ever need to make a warranty related enquiry about your Franke product, you can lodge the enquiry at www.prkws.com or you can call **(03) 9700 9100** to speak with our friendly customer service consultants.

We suggest you have the following information close at hand:

1. Model number of your product
2. A copy of your original purchase receipt
3. Address details of where the product is installed alternatively.
4. Any relevant pictures can be attached if lodging the claim online

Any associated or ancillary costs to be incurred by you as a result of replacement or repair of your Franke sink under this guarantee shall, in all cases, be previously approved by PR Kitchen & Washroom Systems Pty Ltd. Please note: The benefits provided under this warranty are additional to other rights and remedies available to the customer under the Australian Customer Law.

PR Kitchen & Washroom Systems

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