

# WARRANTY INFORMATION

Period of replacement product warranty (excluding labour & spare parts\*)

| Product type           | Product Warranty   |
|------------------------|--------------------|
| Ceramic Toilets        | Lifetime*          |
| Seat cover             | 1 year             |
| Acrylic bathtubs       | 5 years / 10 years |
| Solid Surface bathtubs | 10 years           |
| Vanities               | 5 years / 7 years  |
| LED Mirror Cabinets    | 5 years            |
| LED Mirrors            | 1 year             |
| Accessories            | 1 year             |
| Freestanding Basins    | 5 years            |

\*Parts subject to wear and tear such as seals and rubbers are not covered by warranty. \*Lifetime warranty applies to the ceramic material of the toilet only.

## Parts covered by warranty:

- Geberit Inlet and Outlet - 12 months replacement warranty
- Geberit button sets and overflow covers - 12 months replacement warranty
- Special finish overflow covers - 12 months replacement warranty
- Link andFlush Pipes - 12 months replacement warranty
- Geberit in-wall cisterns - 36 months replacement warranty
- Geberit button for inwall cisterns (excluding Alpha) - 12 months replacement warranty
- Toilet hinges and soft-close mechanisms - 12 months replacement warranty
- Mirror cabinet hinges and soft-close mechanisms - 12 months replacement warranty
- Cabinet soft close hinges Blum - 12 months replacement warranty
- Cabinet soft close hinges and drawer runners - 12 months replacement warranty

\*If flushing cleaners or chemical additives are used in the cistern, all warranties will be void.

We will rectify free of charge for parts within these periods, any fault due to a defect in materials appearing within the applicable warranty period subject to the conditions set out below.

Belbagno offers Lifetime warranty on certain product ranges. Proof of purchase must be submitted to make a warranty claim. Belbagno will repair or replace product or parts that are faulty due to a manufacturing defect. This does not cover general wear and tear or other exceptions detailed on this warranty page.

Claims for BelBagno products which were installed and used according to installation instructions and by a licensed plumber (electrician for LED mirrors and cabinets) only are accepted.

## Important!

### Please read prior to installation

Prior to installation, it is important to unpack and inspect your products to ensure no damage has occurred in transit and that the product is correct. If damage has occurred, or a visible defect exists, do not proceed with the installation.

Contact the distributor that you purchased this product from with any enquiries regarding the condition of the product or any defects PRIOR to installation.

NO claims for damages/defects will be recognised after installation.

Regardless of any warranty service within the warranty period, the warranty shall expire at the end of the timeframe set out above from the original date of purchase.

## Australian consumer law guarantee

"Our goods come with guarantees that cannot be excluded in 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."

## Exclusions

To the fullest extent permitted by law, BelBagno Australia excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage. BelBagno Australia will not be liable to bear the expense of claiming the warranty (i.e. time off work, postage, etc).

## How to make a warranty claim

For all warranty queries customers are to contact the branch where the product was purchased. These details can be found on your purchase invoice.

1. In all cases customers must provide an original purchase receipt (a copy will not be accepted) as PROOF OF PURCHASE, and installer's details including 'license' number and confirmation of the water pressure if the warranty claim is in relation to the cistern internals. Without this information we will be unable to process the warranty claim.
2. Provide details of the model, finish and nature of the problem to enable the identification and rectification of any fault.
3. Provide detailed photos of the defect.
4. We will then assess your claim to determine the nature of the issue, and whether you are entitled to a replacement under the warranty.

Submit the warranty form on our website. Please do not bring the item back to us as we will not replace it without the warranty claim. You will be required to leave the product in place until we contact you with further instructions or details as warranty is void if the item is uninstalled without the manufacturer's permission. We will get back to you within 3 business days to solve your matter.

Claims for damage made a week after receiving the items will not be accepted. Claims made for charges other than the item will not be accepted, including plumbing charges and postage fee.

## Warranty conditions

(for more details please see the installation instructions)

### The following is not covered by our warranty:

- Improper functioning of product due to incorrect installation.
- Damage due to incorrect installation.
- Damage due to accident.
- Damage due to secondary transit or handling, improper care and cleaning.
- Alterations to original product, inappropriate use and/or abuse of item/vandalism.
- Failure to use or maintain items in accordance with the Belbagno's recommendations.
- Installations in public areas or high use areas.
- Damage from third party equipment.
- If the product is not installed by a licensed plumber all warranties are void.
- If a replacement of an original product is not available due to the product becoming discontinued, Belbagno will offer an available similar alternative within the BelBagno product range.

## Finishes/Surfaces

- Toilet pans shall not be installed on a sand and cement mix in which case the warranty will be void.
- Furniture surfaces are for use in normal bathroom conditions including adequate ventilation, removal of excessive surface water and proper sealing of any cracks in order to prevent water penetration.
- Waste is not to be over tightened to avoid stress on basin or top (recommendation for waste to be hand tight only, silicone sealed).

- Acrylic baths and shower tray products need to be inspected by the purchaser for scratches and/or cracks prior to installation, no warranty is offered post-installation.
- Doors and drawers have to be adjusted if required as there may have been some movement during transportation and installation.
- Under no circumstances should vanities and/or tops be tiled into the wall. BelBagno vanities and basin/tops must be fitted to finished/completed wall coverings. The BelBagno Warranty does not cover any vanity and/or top and/or basin that has been tiled 'into' a wall i.e., fitting or fixing a vanity to a wall and tiling around it, and/or tiling down and/or around the vanity and top/basin.
- BelBagno mirrors/ mirrored cabinets. It is the responsibility of the purchaser to ensure the product is installed and maintained appropriately. Care should be taken to avoid contacting mirror edges with any liquid.
- Ceramic and Vitreous China are natural products and therefore subject to variations. Variations +/- 2% to the specifications are common and acceptable.

## **Cistern mechanisms**

The maximum working pressure is 500kpa (as Australian Standards). Water pressure over this or poor water quality will void the warranty. Please Note: 95% of warranty claims associated with cistern internals are due to high water pressure and/or poor water quality, or incorrect adjustment of inlet and/or outlet value or not checking for water tightness of inlet/outlet value at installation.

## **Toilet seats**

Seat covers are not designed for standing on. The seat may become loose with time and through use – this is normal and needs simple ongoing maintenance and will not be considered a warranty issue.

This warranty is for normal domestic and commercial use only and excludes any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation or other alterations or modifications which affect the reliability or performance of the unit not attributable to faulty manufacture. This warranty does not cover defects or injury caused by or resulting from poor installation or installation outside of National or Regional government standards.

All our seats come with 12 months warranty.