

Warranty Policy

Effective from 1st May 2024

Warranty Coverage Declaration

At Lucent Tapware, we are dedicated to delivering products that adhere to the highest quality standards in the industry. Our warranty underscores our assurance in the robustness and reliability of our offerings.

Applicability

This warranty is valid for products bought on or after 1st December 2024 and pertains to both the Australian and New Zealand markets. It adheres to the Australian Consumer Law (ACL) and the Consumer Guarantees Act (CGA) of New Zealand.

Warranty Periods

The original webpage presents the warranty-period schedule as an image. The schedule is retained as a section heading here rather than reconstructed with unverified values.

Start of Warranty Period

The warranty starts from the purchase date or, for new builds, from the handover date.

Submitting a Warranty Claim

To initiate a warranty claim, please complete the online Warranty Claim Form available on the Lucent website at www.lucentdesigns.com.au/pages/warranty. Ensure you submit your claim promptly, within ten (10) business days of identifying the damage or defect.

To validate and submit claim, provide the following documentation:

- a proof of purchase, such as an invoice or receipt, or an occupancy certificate for newly acquired homes;
- b receipts for plumbing installations, where relevant. If the product remains uninstalled, return it along with the proof of purchase to the authorized distributor or retailer.

Costs of Warranty Claims

Customers bear costs incurred while submitting a claim.

Warranty Coverage

The warranty includes repair or replacement of defective goods due to manufacturing faults, covering parts and labour. Minor components might be supplied as 'parts only'. Claims for work done without prior written approval are not covered.

Access for Warranty Evaluations

For installed items, sufficient access must be provided for evaluation and repairs, otherwise, the supplier isn't liable for any damages or costs.

Replacement for Discontinued Items

Discontinued or unavailable items will be replaced with equivalent products.

Supplier's Responsibilities

Supplier's obligations are limited to repair or replacement of defective products and do not cover consequential losses to property.

Exclusions

This warranty doesn't cover:

- Installed by unlicensed personnel (excludes bathroom accessories – towel rails etc), improper installations, installations not adhering to national standards and state regulations, or use of non-standard practices.

- Subjected to water pressures or temperatures beyond the specified limits outlined in the product installation guidelines. Note: AS/NZS 3500.1 mandates a maximum water supply pressure of 500KPA at any outlet within a building for new installations.
- Integrating additional devices into the tapware, such as water filters.
- Fitting non-approved water flow devices within the tap.
- Utilising non-drinkable water without proper authorisation.
- Damage resulting from not properly flushing the system.
- Performing unauthorised repairs or replacements.
- Harm caused using chemicals or adhesives.
- Misuse, accidental damage, neglect, or standard wear and tear.
- Inability to provide proof of purchase or pertinent documents.
- Installation not in adherence to the manufacturer's instructions.

Service Fees

Service fees may apply if a fault falls under exclusions.

Additional Rights

This warranty complements rights under the Australian Consumer Law (ACL) and New Zealand's Consumer Guarantees Act 1993 (CGA).

Consumer Guarantees

Our goods/services include protections under ACL and CGA, providing refunds/replacements for major failures.

Refund Policy

Major faults entitle customers to refunds. Minor issues allow rectification; unresolved issues can lead to refunds. Contact the place of purchase for returns/refunds.

Care Instructions

Clean items gently with a microfiber cloth or warm soapy water, avoiding harsh cleaners.

- Do not use harsh detergents like ammonia, acids, bleach, alcohol, or abrasive cleaners, as they can scratch the surface.
- Do not use wax-based furniture cream, as it can cause build-up and affect appearance.
- Clean gold-plated products carefully with a soft dry cloth or a cloth with warm soapy water.
- Wipe gently in one direction only and avoid undue pressure. Never use acetone silicones for tapware installation.
- Protect and thoroughly rinse fittings with clean water when using tile or grout cleaners to prevent damage over time.

Definitions

- ACL: Australian Consumer Law.
- CGA: Consumer Guarantees Act 1993.
- Consumer: Defined by ACL and CGA.
- Customer: Buyer of goods/services.
- Goods: Items sold by the supplier.
- GST: Goods and Services Tax.
- Order: Purchase request from the customer.
- PPSA: Personal Property Securities Act.
- Services: Services offered by the supplier.
- Supplier: Lucent Bathrooms International Pty Ltd trading as Lucent Tapware.

Miscellaneous

Laws of Queensland, Australia, and New Zealand govern these terms. Waiving one term doesn't waive others.

For claims/inquiries:

warranty@Lucentdesigns.com.au

Source: Lucent — Warranty Policy. Effective from 1st May 2024. The policy states that it applies to products bought on or after 1st December 2024.