

Warranty

WARRANTY GUIDE

Basins | Warranty Guide

Product	Warranty
Basin	20 year product replacement 1 year parts and labour
Ceramic Vanity top	5 year product replacement 1 year parts and labour
Basin accessories	1 year product or parts replacement

Toilet Suites | Warranty Guide

Product	Warranty
Smart Toilet	20 year ceramic replacement 3 year parts replacement 1 year labour
Ceramic pans and cisterns	20 year product replacement 1 year parts and labour
Toilet seat cover	1 year product replacement 1 year parts and labour
R&T; Inlet & Outlet Valves	3 year product replacement 1 year parts and labour
Other Back-to-wall Cistern Components	1 year product or parts replacement
Mercio In-wall cistern	5 year product replacement 1 year parts and labour
Geberit In-wall cisterns	15 year product replacement 1 year parts and labour
Geberit Inlet & Outlet Valve Products	3 year product replacement 1 year parts and labour
Toilet accessories	1 year product or parts replacement

Bathtubs | Warranty Guide

Product	Warranty
Acrylic bathtub	20 year product replacement 1 year parts and labour
Bathtub Components	1 year product or parts replacement

Vanities & Mirrors | Warranty Guide

Product	Warranty
Vanity Cabinet	10 year product replacement 1 year parts and labour
Shaving Cabinets (excluding mirror)	10 year product replacement 1 year parts and labour

Product	Warranty
Mirrors & LED Mirrors & Framed Mirrors	1 year product replacement 1 year parts and labour
LED Lighting & Spare Parts	1 year product replacement 1 year parts and labour
Cabinet Shelves	5 year product replacement 1 year parts and labour
Polymarble Tops	5 year product replacement 1 year parts and labour
Stone Tops	5 year product replacement 1 year parts and labour
Vanity Components	1 year product or parts replacement

Commercial Warranty

1 year all components, parts, and labour

WARRANTY & INSTALLATION CONDITIONS

1. Installation constitutes acceptance of the product. All products must be inspected prior to installation. Any damage, defect, incorrect supply, or missing items must be reported in writing before installation. No claims will be accepted once the product has been installed.
2. Mercio is responsible for the product only and is not liable for any consequential loss, property damage, installation costs, or indirect damages, except where required under the Australian Consumer Law.
3. All products must be installed by a licensed and qualified tradesperson and strictly in accordance with Mercio installation instructions and all relevant Australian standards. Failure to comply will void the warranty.

TERMS & CONDITIONS OF SALES

1. ORDER AND AVAILABILITY

- 1.1 When you order a product from us by paying a deposit or the full amount, a binding agreement will come into existence between you and us.
- 1.2 If you wish to cancel your order, you must notify us at least 3 business days before the sale date. Indent and special orders cannot be canceled once processed by Mercio.
- 1.3 All stock availability as represented by our Sales Team is accurate according to our current stock levels. However, if we cannot supply a product you have ordered for any reason, we will notify you using the contact details provided. You may then choose to amend, cancel, or place your order on backorder as agreed with us. If you choose to backorder, we will contact you once the product becomes available to arrange delivery.
- 1.4 Mercio reserves the right to make minor modifications to product specifications, designs, or materials without prior notice.

2. PRICE AND PAYMENT

- 2.1 Product prices are as stated in the Company's published price list, inclusive of GST, and are subject to change without notice.
- 2.2 Before credit applications are approved, customer accounts are on a cash basis.
- 2.3 For accounts on credit terms, payment is strictly due within 30 days from the invoice date.
- 2.4 In the event of non-payment of an invoice, Mercio may enter the customer's premises to recover unpaid goods. Customers are liable for all costs incurred, including legal and collection agency fees.
- 2.5 If the customer breaches any obligation or fails to settle any debt, Mercio reserves the right to suspend or terminate product or service supply under these Terms.

3. DELIVERY & COLLECTION OF PRODUCTS

3.1 Free delivery is available within Sydney Metropolitan areas for orders exceeding \$500 (excluding GST). For orders below \$500, a minimum delivery fee of \$50 may apply, depending on location.

3.2 Products may also be collected from Mercio Distribution Centre in Revesby, NSW, with prior arrangement through your Sales Representative.

3.3 While we strive to deliver on requested dates, delivery dates are estimates only, and Mercio is not liable for any loss or damage arising from delays.

3.4 If you wish to change your delivery date or address, please notify us at least 48 hours before the scheduled delivery date. If you are unavailable to accept delivery, storage and/or re-delivery fees may apply.

3.5 Customers must sign the delivery order as acknowledgment of receipt.

3.6 Insurance for goods in transit is the responsibility of the buyer.

3.7 If you request products to be left unattended, this arrangement is at your sole risk, and you must ensure adequate insurance coverage.

4. DEFECTS

4.1 Customers must inspect products upon delivery and notify us within 24 hours of any defects, shortages, damage, or non-conformance.

4.2 Photo evidence of defects is required to enable Mercio to inspect the products. Failure to comply will result in the assumption that the products are free from defects or damage.

4.3 For agreed defective products, Mercio liability is limited to replacement, repair, or a refund of the purchase price.

5. RETURNS

5.1 Returns are accepted at the sole discretion of Mercio and are subject to the following conditions:

(a) Prior written approval from Mercio is required.

(b) Products must be returned at the customer's expense within 7 days of delivery or for a collection fee of \$50 (or higher if the original delivery fee exceeded \$50).

(c) Products must be returned in their original condition, including packaging, brochures, and manuals.

(d) Mercio is not liable for products improperly stored or used.

5.2 Refunds for returned products will be issued via the original payment method.

6. CANCELLATIONS

6.1 Mercio may cancel contracts or product delivery at any time by providing written notice. Any amounts paid will be refunded upon cancellation.

6.2 Customers canceling delivery are liable for any losses incurred by Mercio up to the time of cancellation.

7. WARRANTY

7.1 Warranty terms vary by product type and apply solely to products used in domestic residential buildings.

7.2 Mercio is not liable for claims arising from:

(a) Incorrect or unlicensed installation.

(b) Misuse, abuse, or lack of maintenance.

(c) Damage due to foreign objects or non-recommended use.

7.3 Call-out fees of \$350 + GST may apply for non-compliance or unwarranted claims.

7.4 If a product needs to be replaced within the warranty period, the new product will inherit the original warranty period based on the invoice date.

7.5 Warranty does not cover wear and tear, unauthorized modifications, or incorrect installations.

These Terms and Conditions ("Terms") may be amended or replaced from time to time, and you are bound solely by these conditions. Any other conditions, warranties, or representations (including those implied by law) are expressly excluded and negated.

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