

Warranty

Norico Australia Pty Ltd ABN 97 620 318 872 is responsible for warranties.

Norico Australia Pty Ltd Care and Cleaning Instructions

- Under no circumstances should tapware and accessories be installed using silicone or acetone products.
- Never use harsh detergents or acids, citrus based cleaner, or abrasive cleaners on any products as these will scratch the surface.
- Where the tapware and accessories are in dry areas, use a soft cloth to remove surface dust. Alternatively, a wipe over with warm soapy water is all that is required to maintain the finish.
- Use of wax based furniture cream should be avoided as these can result in a build-up of deposits which could detract the appearance.
- Do not store oxidising chemicals inside vanity cabinets or under sinks (it can cause mixer hoses to burst).

Australian Consumer Law

Our products 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 compensation for any reasonably foreseeable loss or damage. You are 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.

Warranty can be made through:

- Norico Australia Pty Ltd or one of its main offices in Australia, or through approved distributors of Norico Australia Pty Ltd products.
- An approved distributor (this will be where you bought your product).

Receipt and Return of Goods:

- All goods are to be checked within 48 hours of being received. Any claim for shortages and/or breakages will be waived if you do not lodge a claim in writing to sales@norico.com.au within 48 hours of receiving goods. Claims for shortages or damages will not be recognised if deliveries are made by a third party organized by the retailer.
- All returns are subject to a restocking fee. We have a standard restocking fee of 20% for products returned within 30 days. Products that are returned 31-90 days after purchase will incur a 30% restocking fee. Any product 91 days – 6 months will incur a 50% restocking fee. Any products over 6 months will not be accepted unless the product is deemed defective. We may, at our sole discretion, allow a return for store credit or exchange product on a case-by-case basis.
- It is the responsibility and expense of the buyer to arrange the return of the product to Norico Australia Pty Ltd. Goods returned must be in 'AS NEW' condition. This means the product and packaging needs to be in 100% resaleable condition unless the product is deemed defective.
- Norico Australia Pty Ltd reserves the right to refuse returns on specialised orders.

Warranty Periods

In addition, available to you under the law, Norico Australia Pty Ltd will provide from the date of purchase of the product: -

- The product you receive is of good quality regarding manufacturing.
- The finish of the product is of good quality and is of consistent colour.
- When the product contains a cartridge, an aerator or water restrictor warranty will only repair the part that is deemed defective after the first 12 months from the date of receipt of purchase. After 12 months the removal and installation of the repaired part or replacement part will not be the responsibility of Norico Australia Pty Ltd.
- Where Norico Australia Pty Ltd repairs or replaces a part or product this will not start a new warranty period. The remainder of the products' initial warranty term will apply.
- All chrome tapware has a warranty period including the finish for 7 years.
- All other finishes come with a conditional 12 month warranty as stated in this warranty.

Warranty Exclusions

Subject to Australian Consumer Law: -

- The warranty will not apply to any product that has been sold from a display or used as a display product from any retailer and/or authorized distributor.
- When Norico Australia Pty Ltd did not sell the product to an authorized distributor and the proof of purchase is not of the authorized distributor or reseller.

- (c) The Consumer is not able to provide proof of purchase from the authorized distributor or reseller or is not the original owner as the warranty is not transferable.
- (d) Products are not installed by a licensed plumber, or a person qualified to do the work required.
- (e) Products are not installed as per the guidelines and/or the installation manuals.
- (f) Damage to the relevant product is caused by accident, abuse, misuse, maltreatment, negligent use, improper or unusual installation by accredited and licensed service provider or technician, abnormal stress or strain, unusual physical or environmental conditions or neglect of any kind of the relevant product.
- (g) Water pressures exceed stated limitations as per the product installation instructions; (A) Note: AS/NZA 3500.1-2003 (Clause 3.3.4) specifies 150kPa minimum and 500kPa maximum water supply pressure at any outlet within a building for new installations; (B) Note: The 150KPA minimum and 500kPa maximum water supply pressure does not apply to fire service outlets.
- (h) The product is installed outside where it is open to salt or dust corrosion unless stated in a written warranty from Norico Australia Pty Ltd at time of purchase.
- (i) Repair or replacement works have been undertaken on the relevant product without prior approval by Norico Australia Pty Ltd, or works are undertaken by a non-approved service provider before written approval has been given.
- (j) Water flow regulators or non-approved parts connected to any part of the product.
- (k) Damage to the product due to not using approved cleaning methods.
- (l) Damage caused by cleaning with inappropriate cleaning products.
- (m) Damage to the relevant product is from fair wear and tear including but not limited to: (A) working seals in the inlet and outlet valves; (B) abrasions from regular use; (C) discoloration from regular use; (D) fading from light exposure.
- (n) Damage caused by salt water or proximity to salt water and/or fading caused by salt water.
- (o) Any modifications made to any product.
- (p) Damage to the relevant product is as a result of obstructions due to inadequate flushing of the system before use, or problems caused by water supply (including silt, thread tape, silicone, copper shavings, corrosion, and excess water pressure).
- (q) Damage to products caused by harsh detergents or abrasive cleaners.
- (r) Flow regulators in tapware or showers, or regulated check valves in hand showers are removed or not installed.
- (s) The manufacturer's care and maintenance instructions in relation to the relevant product are not observed.
- (t) Tank water must have a water filter installed between the water tank and the first intake of the building which supplies water to the complete building.
- (u) Where a product fails, and leaks water, and the water supply cannot or is not immediately shut off at the isolation cock or cocks and is turned back on before all the service work is completed.
- (v) Claims where a ceramic cartridge is included in the products, the product has malfunctioned due to the presence in the water supply of: (A) copper tube pieces; (B) sand or dirt or stones; (C) thread tape or (D) other objects not normally presented in potable water supplies.
- (w) Claims from waterproofing membranes to the product without using the correct protection under the Australian Standard AS3740-1994 set for waterproofing and would have not occurred if this standard was met.

Responsibilities

On receiving delivery of the product, it is the Consumers responsibility to ensure: -

- (a) The product was not damaged prior to installation.
- (b) The consumer is happy with their purchase.
- (c) The product has all its components and are included in the packaging.
- (d) Installation and required and appropriate maintenance are performed by a suitably qualified tradesperson.
- (e) The package is in good condition and the contents have not been tampered with or replaced.

Warranty Claims

If a Consumer makes a valid claim under the Warranty Exclusions (above) and none of the exclusions set out in the above Norico Australia Pty Ltd will at its discretion:

- (a) Repair the relevant part of the product; or
- (b) Replace the relevant part of the product with a product of identical specification, or where the product is superseded or no longer in stock, with a product of as close a specification as possible free of charge.
- (c) Products presented for repair may be replaced by refurbished products of the same type rather than being repaired (refurbished parts may be used to repair the products).

Service Fee

- (a) To the extent permitted by law and subject to your rights under the Australian Consumer Law, Norico Australia Pty Ltd will not be liable for any costs associated with the removal of any faulty product or part from any connection, fitting or otherwise, or the installation of any replacement product or part.

- (b) Norico Australia Pty Ltd will not be liable for any claims for labour, additional products or parts associated with an alleged faulty product for repair work not approved in advance by Norico Australia Pty Ltd in writing. Norico Australia Pty Ltd requires adequate access to products, fittings, and fixtures to undertake warranty repairs. Norico Australia Pty Ltd will not be responsible for any damage or costs (including consequential damage or costs) where adequate access to product fittings and fixtures is not accessible.
- (c) Should any warranty claim be made and attended to by Norico Australia Pty Ltd or a Norico Australia Pty Ltd authorized service provider, and in the opinion of Norico Australia Pty Ltd or the service provider (a fully qualified plumber), the problem was from: -
 - (i) faulty installation.
 - (ii) use of the products in conjunction with products of another manufacturer; or
 - (iii) damage caused subject of the warranty exclusions set out at Warranty Exclusions (above), Norico Australia Pty Ltd reserves the right to charge a service fee for each service provider or Norico Australia Pty Ltd staff member attending the premises where products have been installed.
- (d) If Norico Australia Pty Ltd is asked to see a product that has been damaged or because of coatings that the customer believe have failed, the product or part of the product will be sent to a Metal Lab for testing. Once the test results are concluded and a report has been given to both Norico Australia Pty Ltd, the customer and the retailer that sold the product then: -
 - (i) Norico Australia Pty Ltd will replace the product if found that their test has no Warranty Exclusions (above) found.
 - (ii) Norico Australia Pty Ltd will also pay for the test of the product to any Metal Lab it sends the product to.
 - (iii) If found that the test shows the product has failed under the fault of all the provisions under Warranty Exclusions which include harsh chemicals, acids, and silicone as set out in Warranty Exclusions (above), the test must be paid for by the person or people that have asked for that said test to be carried out.

Consequential Loss

To the extent permitted by law, and subject to your rights under the Australian Consumer Law, Norico Australia Pty Ltd will not be liable to the Consumer for any loss, damage, injuries, actions, claims, costs or expenses arising out of the use of or reliance on the product, including but not limited to any loss or damage to furniture, floor coverings, walls, fixtures or any other reasonably foreseeable consequential loss of any kind caused by any defect in the products or their components. Consequential loss also covers any indirect loss, loss of use, loss of profits, funding or revenue, loss or reputation or good will, business interruption, increased operating costs or expenses, any special or indirect loss, and exemplary or punitive damages.

Faulty Product

Do not install the product if you believe the product is faulty in any way. If there are parts missing and not complete in the packaging, please do not install the product.

If the product has been installed and a fault has occurred, turn off all water supply to the product. If the product has pressured water, turn the water off at the point before the tap and cease using the product. Warranty claim forms are available from distributors below or your local retailer where the product was purchased from.

QLD Head Office
33 Industrial Avenue
Wilsonton QLD 4350
Ph: 07 4633 4445

NSW Branch
12/161 Manchester Road
Auburn NSW 2144
Ph: 02 7801 4938

VIC Branch
2/42-52 Arkwright Drive
Dandenong South VIC 3175
Ph: 0412 105535

Once the consumer receives the claim form, please fill it in and email to: sales@norico.com.au

Make sure you provide the following information:

- (a) The name and model of the product.
- (b) Proof of purchase from the retailer is necessary to claim, and the retailer's proof of purchase (if required).
- (c) A photo/video and description of the fault in question.
- (d) Handover documentation for new homes (if applicable).
- (e) Proof of installation by a licensed plumber (if applicable) and/or proof of purchase.

If the product has not been installed, please return it to the retailer you purchased the product from.



INSTRUCTIONS and WARRANTY

Warranty Period

- 15 years replacement cartridges
- 1 year replacement product or parts & labour
- All Norico Australia Pty Ltd products have a 12 month Commercial warranty. All products should be tested before handover date and apply from the date of invoicing.