

WARRANTY

Poseidon Bath Kitchen - Domestic Use and Commercial Project Developments

Warranty (Domestic Use)

Range	Warranty	Detailed Comment
Ceramic Basins	10/1 Years	10 years replacement parts or complete product - 1 year replacement on Carrara Colour Basin.
Internal system (valves)	2/1 Years	2 years replacement parts.
Seat and Hinges, Flush Pipes, Button, other parts	1 Year	1 year replacement parts or complete product.
In-wall Cistern	5/1 Years	5 years replacement parts.
Vanities (Cabinet)	10/1 Years	10 years replacement parts or complete product on PVC cabinet - 1 year replacement parts or complete product on MDF cabinet.
Legs, Runners	3 Years	3 years replacement parts.
Shaving Cabinet (Mirror Doors)	1 Year	1 year replacement parts or complete product.
Acrylic Bath	5 Years	5 years replacement on bath shell.
Laundry Tub and Cabinet Sets	5/1 Years	5 years replacement sink.
Wastes	1 Year	1 year replacement parts.
Mixer	5/1 Years	5 years replacement parts or complete product.
Shower Heads & Arms, Bath Outlets, Shower rails	1/1 Years	1 year replacement parts or complete product.
Accessories, Shower hoses, Pop Up Wastes, Floor Grates, Channels, All others	1 Year	1 year replacement parts or complete product.

Warranty (For Commercial Project Developments)

Range	Warranty	Detailed Comment
Ceramics	3/1 Years	3 years replacement parts or complete product.
Internal system (valves)	1 Year	1 year replacement parts.
Seat and Hinges, Flush Pipes, Button, other parts	1 Year	1 year replacement parts or complete product.
In-wall Cistern	3/1 Years	3 years replacement parts.
Vanities (Cabinet)	5/1 Years	5 years replacement parts or complete product on PVC cabinet - 1 year replacement parts or complete product on MDF cabinet.
Legs, Runners	1 Year	1 year replacement parts.
Shaving Cabinet (Mirror Doors)	1 Year	1 year replacement parts or complete product.
Acrylic Bath	3 Years	3 years replacement on bath shell.
Laundry Tub and Cabinet Sets	1 Year	1 year replacement cabinet.
Mixer	3/1 Years	3 years replacement parts or complete product.
Shower Heads & Arms, Bath Outlets, Shower rails	1 Year	1 year replacement parts or complete product.
Accessories, Shower hoses, Pop Up Wastes, Floor Grates, Channels, All others	1 Year	1 year replacement parts or complete product.

What Is Not Covered Under Warranty

- Incorrect installation or plumbing faults
- Damage due to secondary transit or handling
- Improper care or cleaning
- Product alterations
- Inappropriate use, abuse, or vandalism
- Labour, plumbing, installation, removal, reinstallation, transportation, and any related service costs

Warranty remedies are limited to the supply of replacement parts or replacement products at the discretion of Poseidon Bath Kitchen.

Warranty Coverage Note

Warranty covers replacement parts or products only. Removal, reinstallation, freight, travel expenses, and third-party labour costs are not covered unless otherwise agreed in writing by Poseidon.

Important Notes About Warranty Claims

- Poseidon Bath Kitchen provides after-sales support and replacement for confirmed manufacturing defects.
- Product installation and function remain the responsibility of a licensed plumber.
- Products must be inspected before installation. Claims will not be accepted after installation.
- Fabricators and joiners must inspect for damage or dimensional variation prior to installation.
- Undermount basins must be removable.
- Functional issues unrelated to product defects must first be addressed by the installer.
- If installer follow-up fails and a site visit is required, service fees may apply.
- Proof of purchase is required for all warranty claims.

Important Notice

First year labour applies to approved warranty claims only and is limited to replacement of defective parts. Removal, reinstallation, access costs, travel costs and third-party trades are excluded unless required under Australian Consumer Law.

This document does not represent a binding offer. Supply is at the discretion of Poseidon Bath Kitchen.

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