

Warranty Policy

Up to 10 Years Warranty on selected Riva plywood vanities.

Riva Bathware is committed to supplying reliable bathroom products manufactured to a high standard. This warranty applies to products purchased in Australia from Riva Bathware or an authorised reseller.

This warranty covers manufacturing defects in materials or workmanship under normal residential or commercial use, subject to the warranty periods and terms below.

Australian Consumer Law

Our goods 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 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.

This warranty is provided in addition to any rights and remedies you may have under the Australian Consumer Law. Nothing in this policy excludes, restricts or modifies your rights under Australian Consumer Law.

Warranty periods apply to manufacturing defects under normal use and are subject to proper installation, care, maintenance, and the terms and exclusions listed below.

Warranty Periods

Product Category	Residential Warranty	Commercial Warranty
Plywood vanity cabinets	10 years	12 months
MDF Vanity cabinets	5 years	12 months
Ceramic tops, ceramic basins, semi-inset basins	5 years	12 months
Stone tops / engineered stone tops	5 years	12 months
Solid surface tops / solid surface basins	5 years	12 months
Polymarble tops	5 years	12 months
Bathtubs	5 years	12 months
Framed mirrors and frameless mirrors	1 year	12 months
LED mirrors	1 year on mirror/glass, 1 year on electrical components	12 months
Mirror cabinets / shaving cabinets	5 years on cabinet body, 1 year on mirror/glass, 1 year on electrical components	12 months
Spare parts, handles, hinges, runners and other components	5 years	12 months

What This Warranty Covers

This warranty covers defects caused by faulty materials or workmanship, including structural failure of cabinets under normal use, manufacturing defects in ceramic or stone products, defects in mirror glass not caused by installation or cleaning damage, and failure of electrical components during the applicable warranty period.

Riva Bathware may, at its discretion, repair the product, supply replacement parts, replace the product, or provide another remedy required by law. Replacement products or parts do not restart the original warranty period. The warranty continues from the original purchase date.

What This Warranty Does Not Cover

- Incorrect installation or installation by an unlicensed or unqualified person.
- Failure to follow installation instructions, care instructions, or applicable Australian standards.

- Water damage caused by leaking plumbing, poor waterproofing, poor ventilation, or water pooling.
- Misuse, impact damage, accidents, neglect, abnormal wear and tear, or lack of maintenance.
- Use of abrasive, acidic, harsh, bleach-based, ammonia-based or unsuitable cleaning products.
- Exposure to excessive heat, direct sunlight, moisture, humidity, salt air or other environmental conditions outside normal indoor bathroom use.
- Modifications, cutting, drilling, resizing or alteration after purchase.
- Incorrect storage before installation.
- Product movement, building movement, wall movement or floor movement.
- Scratches, chips, marks or visible damage after installation where the issue was not reported before installation.
- Colour variation, natural pattern variation, or minor dimensional variation within manufacturing tolerance.
- Discontinued products where an identical replacement is no longer available.

Customer Responsibilities

- Inspect all products before installation.
- Report visible damage, missing parts or delivery damage within 48 hours of receiving the product.
- Do not install any product that appears damaged or incorrect.
- Keep proof of purchase.
- Ensure products are installed by licensed tradespeople where required.
- Maintain products according to Riva Bathware care instructions.
- Installation of a damaged or incorrect product may be treated as acceptance of the product's visible condition.

Labour, Removal and Reinstallation

For residential warranty claims, labour may be covered for the first 12 months only where Riva Bathware confirms that the issue is a manufacturing defect.

Unless required by Australian Consumer Law, this warranty does not cover removal or reinstallation costs after the first 12 months, third-party trade costs, project delay, loss of use, or damage to surrounding property caused during removal or reinstallation.

Where a service call is arranged and the issue is found not to be covered by warranty, Riva Bathware may charge a reasonable service fee.

Commercial Use

Commercial use includes hotels, apartments, rental properties, offices, retail fit-outs, public bathrooms, salons, gyms, schools and other non-private residential applications.

Unless otherwise agreed in writing, all products used in commercial applications are covered for 12 months from the original purchase date.

How To Make A Warranty Claim

To make a warranty claim, please contact Riva Bathware and provide your proof of purchase, product name or model, purchase date, installation date, clear photos or videos of the issue, and a short description of the problem.

Email: service@absrivabathware.com.au

Phone: (02) 9725 3596

Riva Bathware may request further information, inspect the product, or ask for the product to be returned before approving a claim.

Contacts

Unit 2/11 Hume Rd
Smithfield NSW 2164
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