



Zumi Bathware Pty Ltd  
3-5 Burton Court Bayswater 3153  
A.B.N 74625840566

## Zumi Bathware Product Warranty Periods

Zumi is a brand owned by Zumi Bathware Pty Ltd. Zumi Bathware is proud of the quality of the products that we offer over our top quality of toilet suite and full after-sales service is offered, should this be necessary. In Australia, consumers are protected from the consequences of faulty or defective products by the Australian Competition and Consumer Act. Products must be fit for purpose and free from material and manufacturing defects. Zumi offers warranty terms that in many cases exceed the basic requirements, and different product types have different warranty periods and conditions. Warranty applies from the date of purchase (not installation), or for new buildings, from the date of handover.

This guide provides a reference as to what is covered by warranty and for how long. This first general terms section details the various warranty periods and the second section details the required conditions

Note: Products may have a warranty period that differs based on whether they are used for Residential or Commercial purposes. Where terms and conditions for Commercial use are different to these of Residential use, they have been specifically detailed. Commercial use includes all use types other than for normal domestic residential purposes. Zumi Bathware reserves the right to make changes to its products at any time without prior notification.

Explanation of terms: Parts and labour – this is the warranty period during which the cost of removal and re-installation of a replacement product, should that be required, is covered. Product replacement – this is the warranty period during which an equivalent replacement product will be supplied (note that this may not include installation – see below).

### Product Warranty

Toilet Suites– 15 years product replacement warranty of Ceramic

First 12 months parts and labour Support

Toilet Seats – 1 year replacement warranty

Plastic and internal Parts – 15 Years free replacement of conceal inwall cistern parts



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## Warranty Claims

To make a claim under this warranty you must contact either the Merchant from which the goods were purchased or directly by email as set out above, with the following information:

- Details of the product type and product code
- A brief description of the product fault (with photographs of the fault)
- Proof of purchase of the goods including the date of purchase and where the goods have been installed
- Details of the licensed plumber who installed the goods.
- Your contact details and Handover documentation (if relevant)

Zumi Bathware will then contact you within 3 days of first being advised of the claim by you or by the merchant (as the case may be) and depending on the circumstances arrange to either (a) replace the goods (b) repair the goods (c) replace and install new goods (d) request more information (e) reject the claim.

Where the goods claimed have not been installed, you must return the goods at your expense to either their point of purchase, or your nearest Zumi Bathware distribution centre for evaluation. If the claim is then accepted, Zumi Bathware will refund the freight cost to you when you give Zumi Bathware proof of payment of the freight cost and the amount paid.

## Warranty Conditions

Zumi Bathware Pty Ltd will not accept claims against this warranty where the following conditions are found to exist:

- Plumbing installations have not been carried out by a licensed plumber.
- Installations that are not in compliance with the Australian PlumbingCode (AS3500) and ABCBGuidelines.
- The goods have been installed by a licensed plumber but not correctly installed.
- The goods have been installed correctly by a licensed plumber, but subsequent repairs, modifications and/or adjustments to the goods after installation have not been carried out by a licensed plumber.
- Claims against faulty cistern valves and seals will be rejected where after-market sanitising additives have been introduced into the cistern tank rather than the toilet bowl.
- Claims for visual defects to product surfaces may be rejected where harsh cleaning or scouring products have been used (rather than mild household detergent and soft, non-abrasive cloths).
- Claims against vitreous china product faulty dimensions or glazing imperfections that are permitted under AS1976 – Vitreous China used in Sanitary Applications. It is permitted that vitreous china products will vary up to  $\pm 3\text{mm}$  on any surface and be acceptable due to the unique conditions of the product's manufacturing process.
- Claims where proof of purchase is not provided.



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## **Warranty Limitations**

To the extent permitted under Australian Consumer Law, Zumi Bathware's responsibility is limited in the following circumstances:

- Zumi Bathware is not responsible for any lack of operation or performance of goods (or loss or damage) where the goods have been subject to misuse, negligence, accident
- Zumi Bathware is not responsible where goods are used or adapted for a purpose for which they were not designed.
- Zumi Bathware is not responsible for any lack of operation or performance of goods (or loss or damage) where the goods are combined or integrated with other goods not supplied by Zumi Bathware.
- It is the responsibility of the purchaser and/or installer, before installation, to ensure the goods are correct and free from obvious visible faults or defects.
- Zumi Bathware is not responsible for labour and rectification costs incurred in the above circumstances.

Except as expressly stated, and to the extent permitted by law, this warranty does not include any right to be reimbursed or compensated for physical or financial injury, loss, damage, expense, time or inconvenience (whether direct or indirect) or special or consequential losses arising out of the occurrence of a defect in the parts or products or caused by use or installation of the products or damages caused by acts of nature.

## **Warranty Service Request Form**

To fill a warranty service request form please go to <http://zumibathware.com.au/warranty-service/>