

# Product Warranty | Vitreous China Basins

## Everhard Industries

ABN 41 009 690 859

405 Newman Rd Geebung Qld 4034

PO Box 543 Virginia Qld 4014

Phone: (07) 3637 6499

Fax: (07) 3637 6491

www.everhard.com.au

### Product Warranty – Vitreous China Basins

Everhard Industries Pty Ltd ACN 009 690 859 (**Everhard Industries**) offers You a warranty against defects for the Products on the terms of this document (**Warranty**).

#### Definitions

In this Warranty:

<b>Basin</b>	means the vitreous china basin manufactured by Everhard Industries
<b>Plug and waste</b>	means the plug and waste manufactured by Everhard Industries
<b>You</b>	means a person that purchases the Products for their own personal, domestic or household use and any person (such as a builder, developer or plumber) that purchases the product for use in a new building but does not include any other person that purchases the Product for resale or resupply.

#### Warranty Period

In addition to Your rights and remedies under a law in relation to the Product, Everhard Industries offers You a warranty that the Product will be free from defects for the following periods (Warranty Periods):

<b>Basin</b>	<b>5 year replacement only</b>
<b>Plug and waste</b>	<b>1 year replacement only</b>

Each Warranty Period above commences on the date of purchase or, where the Product is installed in a new building, the date of handover in the building's warranty period. For clarity, if the Product is installed in a building that is not a new building (for example as part of renovation work), the Warranty Period for that Product will commence on the date of purchase of that Product.

#### Warranty Conditions

Subject to compliance with the terms of this Warranty, Everhard Industries will supply a replacement Product where Everhard determines that a fault in the Product has been caused by faulty manufacture or faulty materials used in the manufacture of the Product.

This Warranty does not apply to any defect caused or contributed to by any one or more of the following:

- accidental damage, abuse, misuse or mistreatment
- abnormal stresses on the Product beyond its designed purpose
- harsh or severe conditions
- improper use of cleaners or chemicals
- unapproved modifications were made to Products
- damage to Product and Product finishes resulting from installation
- the Product was not installed by a competent and licensed plumber
- installation that did not follow the Everhard Industries installation guidelines or instructions
- interference with or attempts to repair the Product after the Product has been installed
- Product was subjected to water temperature higher than 50°C as per AS3498

- Note: It is the installer's responsibility to ensure that the product is not damaged and is free of any visible faults prior to installation.

This Warranty only applies to You and is not transferable from You to any other person.

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 for 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.

### **How to make a Warranty Claim**

All claims under this Warranty must be made within 14 days of You becoming aware of a suspected defect in the Product (Claims Period). Any claim under this Warranty that is made outside the Claims Period will not be accepted.

- To make a claim under this Warranty, You must provide us with the following (Claim Documentation):
- copy of proof of purchase (ensuring the date of purchase is visible);
- your name, contact details and address;
- description of the claimed defect;
- if visible, a photo of the defect;
- if the Product has been installed, written evidence (such as an invoice) that the Product was installed by a licensed plumber (if requested by Everhard Industries); and
- if the Product has been installed in a new Building, the date of installation, address where the Product is installed and the Handover Documentation for the Building which shows the date of handover for that building.

If requested by Everhard Industries, You must also provide us with the original copy of the proof of purchase receipt and Handover Documentation.

You must meet the costs of making the Warranty claim, including any postal, phone, facsimile and email communication costs incurred by You.

### **Uninstalled Products**

If the Product has not been installed, it should be returned to the place of purchase with the Claim Documentation and You should advise the place of purchase that you wish to make a claim under his Warranty. You must arrange and meet the cost of transporting the Product to the place of purchase.

### **Installed Products**

If the Product has been installed, please contact the Everhard Industries Customer Service on 13 1926 or by emailing [info@everhard.com.au](mailto:info@everhard.com.au)

For installed Products, Everhard Industries will (subject to Your agreement) arrange for a company representative to attend the place of installation, examine the Product and assess whether the Warranty Conditions have been met. Where Everhard Industries or its company representative determines that the Product is defective under the terms of this Warranty, Everhard Industries will at its election supply, or cover the costs of supplying, a new Product (or equivalent Product if the same Product is no longer available or manufactured). Note: if the fault is clearly visible and should have been noticed at the time of installation, costs involved in the removal and reinstallation are not covered by Everhard Industries.

You must ensure that any Product supplied by Everhard Industries under this Warranty is installed at Your cost by a competent and licensed plumber unless Everhard Industries agrees to pay the cost of having the Product installed as part of the Warranty claim.

Where Everhard Industries or its company representative determine that the fault was caused by incorrect installation (including installation by a person that is not a competent and licensed plumber), or a failure to follow Everhard Industries' installation and use guidelines or the claim is otherwise excluded by the terms of this Warranty, Everhard Industries will not supply any replacement Product under this Warranty and reserves the right to charge You a service fee for attending the location of the installed Product and assessing the Warranty claim. The service fee payable by You in such circumstances will be quoted to You by the Everhard Industries Service Department.