

Applicable as from: **1 July 2015**

Azzurra Imports Pty Ltd – Warranty against Defects

1. Azzurra warrants that the products are free from manufacturer's defects.
 - a. If the product becomes defective during the Warranty Period (set out below), Azzurra will decide whether to repair the part(s) or product, or replace the part(s) or product.
 - b. If a product is defective, the consumer must make contact with Azzurra at the address shown at the end of this document. Depending on the product, Azzurra will either organise to collect the product at its cost or the Consumer can return the product to Azzurra and be reimbursed for any reasonable cost incurred.
 - c. Azzurra reserves the right to replace the defective part or product with a replacement part or product of similar quality.
2. The following conditions apply to any warranty claim:
 - a. Documentary proof of purchase (Tax Invoice) must be provided.
 - b. Goods are to be used only for the purpose for which the goods have been designed.
 - c. The warranty expires on the day preceding the anniversary of the purchase date.
 - d. Installation and maintenance instructions for the product must be adhered to.
 - e. The warranty is limited to products purchased and installed in Australia only.
3. The following exclusions apply:
 - a. Damage caused by excessive use, accidents, negligence, alteration, use of chemical based cleaners or misuse.
 - b. Damage which occurs during shipment from Azzurra to the consumer except where transport charges are included in the pricing.
 - c. Damage to goods which are being returned to Azzurra while such goods are under the care of the consumer or the consumer's agent.
 - d. Labour costs not expressly authorised by Azzurra in writing, including cost of installation, de-installation, consultants or technical advisors.
 - e. Light bulbs.
 - f. Damage caused by unauthorised repairs or use of non-standard replacement parts.
 - g. Damage caused by impurities in pipes, including hard water.
 - h. Possible imperfections, which are part of the characteristics of the materials used in the products or a consequence of manufacture.
 - i. Claims for consequential damage or liquidated damages.
 - j. The installation must meet the Plumbing Code of Australia & installation requirements of AS/NZS 3500 series of Standards.
 - k. **NOTE:** AS/NZS 3500.1-2003 (Clause 3.3.4) the maximum static water pressure must not exceeds 500kpa . Where pressure exceeds 500kpa, pressure-limiting valves should be installed. Warranty claims may not be honoured where excessive water pressure is evident.
4. Azzurra does not exclude any condition or warranty that by reason of sections 64 or 276 of the *Australian Consumer Law* or any other relevant legislation may not be excluded, but Azzurra excludes all other conditions and warranties implied by custom, the general law or statute.

AZZURRA

BATHROOM FURNITURE



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5. Except for goods or services of a kind ordinarily acquired for personal, domestic or household use or consumption, Azzurra's liability under any non-excludable implied condition or warranty (except a non-excludable condition or warranty implied by Sections 51-53 of the *Australian Consumer Law* or any similar legislation) is limited to:
 - a. in the case of services, the cost of supplying the services again; and
 - b. in the case of goods, the lowest of the cost of replacing the goods, acquiring equivalent goods and having the goods repaired.

As from 1 July 2015, the following Warranty Periods apply:

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| • CASA Tapware | 7 Yrs. (6 yrs. cartridge only 1 yr. parts & labour) |
| • AZZURRA Tapware | 15 Yrs. (14 yrs. cartridge only 1 yr. parts & labour) |
| • CASA Water Closets | 1 Yr. (1 yr. replacement product or parts and labour) |
| • AZZURRA Water Closets | 5 Yrs. (5 yrs. replacement product, 1 yr. parts and labour) |
| • All Showers | 5 Yrs. (5 yrs. replacement product 1 yr. parts) |
| • All Basins | 5 Yrs. (5 yrs. replacement product 1 yr. parts & labour) |
| • AZZURRA Vanities | 5 Yrs. (5 yrs. replacement product 1 yr. parts and labour) |
| • All Accessories | 5 Yrs. (5 yrs. replacement product 1 yr. parts) |
| • Spare parts and components (refer below) | 1 Yr. (1 yr. replacement product or parts) |

Components are classified as follows:

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|---------------|---|
| • Tapware | flexible tails/connectors, pop up waste & fixings |
| • Toilets | cistern internals & buttons, seat, seat fixings & pan fixings |
| • Showers | flexible hoses |
| • Vanities | mirrors, shelf locators, drawer runners, handles, door latches and legs |
| • Accessories | fixings screws, brackets and glass components |

Your rights:

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.

You must address all warranty claims to:

Azzurra Imports Pty Ltd
PO Box 395
Hamilton Central Qld 4007
Telephone: (07) 3630 1122
Email: support@azzurra.com.au