

Terms & Conditions

Deliveries

Our prices include delivery free into store, if you request a different delivery address charges will apply.
Standard Perth metro deliveries are \$80 Inc. GST. Rockingham and Mandurah areas are \$120 Inc. GST.
Your delivery vehicles can be large, please check that they can gain safe and ample access to or immediately adjacent to the delivery address. Our drivers are not permitted or insured to deliver goods inside a premise.

Prices

Prices contained in this pricelist are subject to review without notice. Any price changes will be communicated with 60 days' notice. All prices stated include GST.

Dimensions

All dimensions are stated in centimetres and are nominal sizes. Variations may occur due to manufacturing. Care should be taken to check sizing prior to installation.

Returns

The customer will be deemed to have accepted the goods as being in accordance with its order unless it notifies Vbathroom of its claim within 7 days of receipt of goods.
All returns must be authorised by a Vbathroom representative prior to the goods being returned.

Warranty Information

Vbathroom warrants the following products free of manufacturing defects for the following set periods from the date of purchase on the terms set out below.

- Ceramic basins-5 years
- Engineered stone tops-5 years
- Vanity cabinets -1 years
- Tapware-5 years
 - 5 years on tap Body
 - 2 years on tap cartridge
 - 1 year on tap finish
- 3 months on tap O-ring and washers
- Nero® Tapware-10 years
 - 10 years on tap Body
 - 5 years on tap cartridge
 - 2 year on tap finish
- 6 months on tap O-ring and washers
- Mirrors-2 years
- Acrylic Top/Bathtub-3 years
- Shower Screen-3 years
- Toilet-5 years
- 1 years on water system & parts

The warranty-repair or replacement

Vbathroom will at its election, pursuant to its obligations under the competition and consumer act 2010; repair or replace the defective product or part, and make appropriate adjustment. The warranty shall expire after the set period from the date of original purchase where a product is covered by this warranty. Vbathroom cabinets will undertake the replacement parts and /or product, regardless of the interim service within that period.

This warranty is subject to the conditions and exclusions below, Vbathroom warrants that products manufactured and distributed by Vbathroom cabinets, will be free from inherent defects in materials and workmanship for the warranty period applicable to the product.

--Please ensure you inspect your products for manufacturing defects or damages in transit prior to installation.

--Carefully check the product to make sure it is what you ordered.

--If any defects or damages are found it must not be installed, keep all packaging, immediately notify Vbathroom or your reseller.

--If you proceed to install without authority, this will void your warranty.

--Claims for defects, size, shade variation, incorrect delivery and other faults that should have been reasonably obvious before installation was carried out.

Warranty Information

Defects warranty

Regulation 90 of the ACL 2010 states

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 resonance 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

Not Covered by This Warranty

The supplier and this warranty does not cover damage or defect arising out of the following: normal and fair wear and tear, misuse abused or mishap, exposure to excessive moisture e.g. Directly beside a bath or open shower. if the installation is likely to encounter excessive moisture please consult your reseller for further advice. Care must be taken to immediately dry any spillage or leakage of water that may gain access to the cabinet, as water damage is not a justifiable claim. Exposure to excessive heat, direct flames, ultraviolet radiation or harsh chemicals, use of abrasive cleaners, steel wool, metal implements or objects with sharp edges, failure to follow installation instructions, any event not due to a defect in the manufacturer of product.

Note

The materials used in the manufacture of Vbathroom vanities are water resistant, not waterproof, unless stated otherwise. Installation of the product must be by qualified & licensed tradespersons

Ceramic Tops/Basins

All Vbathroom ceramic tops and basins are warranted against manufacturer faults and workmanship including crazing and cracking, (excluding cracking caused by faulty installation of wastes) also excluding normal wear and tear for five years from date of purchase a waterproof sealant should be used to help seal the basin and fill the gap between the basin and vanity bench. Do not use epoxy type glues-these glues harden and prevent the expansion and contraction of the basin which can lead to the basin cracking or crazing. The use of epoxy glues will void this warranty.

Suppliers Liability and Statutory Rights

This warranty is to comply with the Australian consumer law governing competition and trade practices 2010. Vbathroom hereby acknowledges that levels of warranty claims are available to consumers. Consumers are advised that installation and maintenance of Vbathroom products must be clearly observed so that any consumer claims for warranty issues are protected. The terms and conditions herein do not affect any statutory and mandatory conditions. term or warranties implied by the government laws and legislation or statutory rights.

Warranty Procedure and Claims

Customer may obtain warranty service for faulty product, either by contacting the authorized supplier from whom the product was purchased, their state or territory agent or Vbathroom at the details below. In all cases the customer must provide a copy of the purchase receipt as proof of purchase and all documentation concerning installation of product by qualified persons, to obtain warranty service. where no documentary evidence exists to support such proof, Vbathroom may at its discretion accept a production date appearing on the products as the date of purchase. Vbathroom takes no responsibility to repair product of unknown origin under warranty.

The customer/supplier is responsible for the accurate provision of all known relevant details of model, finish and nature of problem to enable identification and rectification of the fault. Misidentification of Vbathroom product with another brand bathroom furniture or misidentification regarding nature of fault by the customer/supplier may incur a service call charge.

Vbathroom service calls are conditional on being provided during normal working hours of Vbathroom or their nominated service agent. Where service calls are unavailable then arrangements for the repair of the product. Will be at the discretion of Vbathroom.

Vbathroom reserves the right to request the return of the faulty product for inspection/repair. Where faulty parts are requiring replacements e.g. doors, draw runners, legs and handles, Vbathroom will supply these product as parts only for warranty replacement to customers.

Transport cost in sending such replacements to the customer will be at Vbathroom cabinets discretion.

In addition to your rights under Australian consumer law. Vbathroom provides a warranty against defects for our plumbing fixtures and fittings(products)for the following warranty periods (as per each specific product). The warranty shall only extend to the supply of a replacement product or credit to the value of the purchase and specifically excludes consequential damage ensuing from the product's application or use. The responsibility for the removal and replacement of the product shall be with the installer and/ or owner or where the manufacturer accepts that the product is at fault, a maximum contribution to the removal and replacement costs of \$200

Warning

- Do not induce a twist in the cabinet when screwing to the wall.
- The cabinet must remain true for the doors and drawers to operate correctly
- Do not expose any part of the vanity to "solvent based "cleaners.
- Ensure water temperature at the tap outlet does not exceed 55C.
- THIS warranty guarantee is for normal domestic use only and does not cover damage by improper installation, accident, misuse, abuse, neglect, negligence, excessive ware and tare, solvent based cleaners and reactive substances, improper care and maintenance, water and natural such as sunlight, humidity and other environmental conditions.
- This warranty will not apply where products have been improperly installed and not in accordance with BCA2010 standards.
- Products have been misused and not in accordance to which it was manufactured.
- Product is exposed to excessive moisture due to lack of ventilation and exposure to water drenching e. g bathing in basin, washing down whit hoses.