



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 labor – 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).

Domestic Warranty

Product	Warranty Period	Warranty Details
Wall Faced Toilet Suite & Ceramic Pan	15 years product replacement warranty for Ceramic First 12 months including parts and Labour 1-year free replacement of the toilet seat Plastic Internal Parts -5 years product replacement Cistern Vales- 5 years product replacement	Replacement product or parts, excludes damage to ceramic and plastic parts
Concealed Cisterns Floor Standing & Wall Hung Toilet	Concealed cistern-15 years free replacement warranty First 12-month onsite Labour support Concealed cistern parts 5-years free replacement ABS Plastic push plate- 5 years free replacement Stainless steel push plate-15 years free replacement	Replacement product or parts, excludes damage to plastic cistern, parts, scratched surface of the push plate
Ceramic Basins	15 Years	Full product or part replacement. Excludes damaged to ceramic
Bathtub	15 Years	Full Product or part replacement. Excludes scratches/dents and normal wear and tear after installations. Excludes corrosion/oxidation caused by harsh cleaning chemical, hard water or from coastal exposure
Finishes	15 Years	Full Product or part replacement. Excludes scratches/dents and normal wear and tear after installations. Excludes corrosion/oxidation caused by harsh cleaning chemical, hard water or from coastal exposure
Smart Toilets & Bidet Seat	3 Years	Full Product or part replacement. Excludes scratches/dents and normal wear and tear after installations. Excludes corrosion/oxidation caused by harsh cleaning chemical, hard water or from coastal exposure

Commercial Warranty

Product	Warranty Period	Warranty Details
Wall Faced Toilet Suite & Ceramic Pan	15 years product replacement warranty for Ceramic First 12 months including parts and Labour 1-year free replacement of the toilet seat Plastic Internal Parts 3-years product replacement Cistern Vales 3-years product replacement	Replacement product or parts, excludes damage to ceramic and plastic parts
Concealed Cisterns Floor Standing & Wall Hung Toilet	Concealed cistern-15 years free replacement warranty First 12-month onsite Labour support Concealed cistern parts 5-years free replacement ABS Plastic push plate 3-years free replacement Stainless steel push plate 15-years free replacement	Replacement product or parts, excludes damage to plastic cistern, parts, scratched surface of the push plate
Ceramic Basins	1 Years	Full product or part replacement. Excludes damaged to ceramic
Bathtub	1 Years	Full Product or part replacement. Excludes scratches/dents and normal wear and tear after installations. Excludes corrosion/oxidation caused by harsh cleaning chemical, hard water or from coastal exposure
Finishes	5 Years	Full Product or part replacement. Excludes scratches/dents and normal wear and tear after installations. Excludes corrosion/oxidation caused by harsh cleaning chemical, hard water or from coastal exposure
Smart Toilets & Bidet Seat	2 Years	Full Product or part replacement. Excludes scratches/dents and normal wear and tear after installations. Excludes corrosion/oxidation caused by harsh cleaning chemical, hard water or from coastal exposure

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.

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 cause by acts of nature.

Warranty Service Request Form

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