

Tradelink Product Warranty & Care Information

Tradelink Pty Limited ABN 29 000 003 832 of 1051 Nudgee Rd Banyo QLD 4014 (**Tradelink**) offers warranties on each of the products set out in Schedule A (**Product(s)**) for the warranty periods specified, the details of which are set out in this document (**Tradelink Warranty**).

This Tradelink Warranty supersedes and replaces any previous version of this document.

Contact information for Tradelink Warranty is as follows:

Tradelink

1051 Nudgee Rd Banyo QLD 4014

Phone: 1300 658 277 (option 2)

Email: warranty@tradelink.com.au

Warranty

If you are a consumer as defined under the Australian Consumer Law, 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 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.

The Tradelink Warranty is in addition to all your rights and remedies under the Australian Consumer Law.

This Tradelink Warranty only covers the Products set out in Schedule A and does not extend to items that you have selected outside this range, including the items set out in Schedule B.

Subject to the terms contained in this Tradelink Warranty document, where a genuine manufacturing defect arises in your Product during the course of normal domestic or commercial use within the warranty period set out in Schedule A, Tradelink will, at its election repair the defect (without cost to you for labour or replacement parts) or replace the Product.

Commercial Use is defined as all use other than for normal residential domestic purposes. Commercial Use includes use in non-business or non-commercial settings such as in public buildings, educational settings, not-for-profit organisations, sports centres and home offices or in-home business settings).

The Tradelink Warranty only applies to you if you are the original purchaser of the Product. It is not transferable.

Your Tradelink Warranty does not extend to the items set out in Schedule B and these items are sold with the warranty provided by the manufacturer, in addition to any rights and remedies you may have under the Australian Consumer Law. Please refer to the warranty document (if any) provided by the manufacturer named in Schedule B or contact the manufacturer for details.

Your Tradelink Warranty commences from the date of purchase of your Product (or, for new buildings, on the date of handover) for the relevant period set out in Schedule A and is valid for purchases of Products made after the 1st March 2014. For any Product which has been purchased prior to this date or for product not listed in Schedule A, please contact Tradelink on 1300 658 277 for warranty information.

IMPORTANT NOTE: Even if you are not covered by the Tradelink Warranty or any manufacturer's warranty, you may have rights and remedies under the Australian Consumer Law.

What is not covered

Your Tradelink Warranty does not cover any defect or damage caused or partly caused, by or arising through: fair wear and tear (e.g. working seals in the inlet and outlet valves, scratching from cleaning, etc.); incorrect storage or handling of the Products; failure to correctly install, use or maintain the Product or to follow any instructions or guidelines for installation, use or maintenance of the Product; faulty design of a system in which the Products are used; the use of the Product otherwise than for any application specified on a quote or order form, price book or catalogue issued by Tradelink; the continued use of the Product after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or any accident or act of God.

Your Tradelink Warranty will be voided if any of the events detailed below arise:

- You are unable to provide proof of purchase or equivalent documentation from an authorised retailer of a Product;
- If:
 - the Product is not installed by a licensed plumber and/or electrician;
 - the Product is not installed in accordance with relevant Australian Standards, NCC and state regulations;
 - the Product is not installed in accordance with the manufacturer's installation instructions;
 - the water pressure exceeds stated limitations as per the Product installation instructions;
 - the hot water system delivery temperature at the outlet exceeds 65 degrees Celsius;
 - Isolation stop taps are not fitted per AS/NZS 3555:2000 requirements for appliances and apparatus;
 - other devices are fitted to the outlet of tapware (e.g. water filters or stop valves);
 - Tradelink non-approved parts are fitted in tap body or end of line water flow regulating devices;
 - repair, service, alteration or replacement works have been undertaken without the prior approval of Tradelink where works are undertaken by a non-approved service agent or technician or where works are undertaken with non-standard or non-genuine replacement parts;
 - inappropriate or non-approved connection fittings are used connecting Product to sewer;
 - unauthorised modifications are made to Product;
 - the Product is used for an incorrect application, non-potable water, etc.;
 - the defect is a result of obstructions due to inadequate flushing of system before use and problems caused by water supply (including silt, thread tape, silicone, copper shavings, corrosion and excessive water pressure over 500kpa);
 - the failure to regularly clean or replace dirty or blocked tapware aerator inserts and/or shower heads, etc.;
 - the failure to inspect braided stainless steel flexible hoses for warning signs of failure including bulging, rust, wear, moisture, breaks, kinking, staining, general corrosion or discolouration
 - the removal or failure to install flow regulator in tapware or showers or regulated check valve or check valves in hand showers or veggie mixers;
 - the Product is used with water additives (i.e. cleaning chemicals, disinfectants or additives in toilet cisterns);
 - damage caused to finishes by adhesives, sealants, abrasive cleaners, scourers, scrubbers or polishes, etc.;
 - damage to any surface, finish or protective coating is caused by an abrasive or harsh product (including solvent, disinfectant, dye, bleach, oil, polish, acid, degreaser, alcohol, aerosol, etc.);
 - exposure to ferrous metals or oxidants on stainless steel or chrome surfaces occurs (including substantial or prolonged exposure to cast iron, steel wool, bleach, hard water, etc.);
 - installation or removal costs incurred after the installation of Products containing obvious or visible faults;
 - damage caused to the Product from installation or post installation use;
 - damage caused by misuse or abuse of Product, as determined by a Tradelink Authorised Service Agent; or
 - where a Product is coupled or used with a product other than a Product, the Tradelink Warranty is limited only to the Product.

It is the responsibility of you and/or the installer to ensure that prior to installation:

- the Product is not damaged;
- you are happy with your purchase; and
- the Product has all its components.

Following installation of your Product, it is your responsibility to ensure all required maintenance is performed.

How to make a warranty claim

To make a warranty claim, please contact Tradelink using the contact information contained in this Tradelink Warranty document. No specific claim form is required however the following documentation must be supplied to Tradelink as part of your claim:

- Proof of purchase;
- Handover documentation (for new homes);
- Tradelink Warranty Certificate or equivalent documentation;
- Your contact details, including the address of the installed Product; and
- A photo of your Product and the defect in question.

If the Product has not been installed, the Product can be returned with proof of purchase to the place of purchase. The cost of returning the Product is your responsibility; however, if the cost of returning any defective Product is unreasonable, please contact Tradelink on the telephone number listed below so that, if appropriate, we can arrange a collection. You must bear your own costs incurred in making a warranty claim.

If a Tradelink Warranty service call finds that your Product does not have a genuine manufacturing defect, Tradelink reserves the right to charge you a service fee.

Tradelink requires reasonable and adequate access to Products, fittings and fixtures to undertake warranty repairs during normal weekday working hours. To the fullest extent permitted by law and subject to and without limiting your consumer rights under the Australian Consumer Law, Tradelink will not be responsible for any loss, damage or costs where reasonable and adequate access to Products, fittings and/or fixtures is not provided.

Tradelink reserves the right to provide you with minor components as 'parts only'.

Limitation of liability under Tradelink Warranty

To the fullest extent permitted by law and subject to and without limiting your consumer rights under the Australian Consumer Law, Tradelink expressly limits its liability under this Tradelink Warranty and under any other statutory guarantee imposed at law to, at its option:

- the replacement or repair of the Product;
- the supply of an equivalent Product; or
- the payment of the cost of the Product or of repairing the Product or of acquiring an equivalent Product.
- In the event the Product is unavailable or unable to be supplied and a replacement is required, Tradelink reserves the right to supply a Product of equal quality, value and type at their discretion.

To the fullest extent permitted by law, Tradelink expressly excludes:

- all liability for damage or injury to any person;
- damage to any Property;
- loss of profit, loss of revenue, loss of use, loss of business, loss of opportunity, loss of goodwill, loss of contracts, loss of production, business interruption or any kind of indirect, special or consequential loss or damage arising in connection with the defective product;
- all conditions, warranties and undertakings in relation to the Products except as set out in this document.

Product care & maintenance

Your quality Products have been carefully selected to comply with Australian Standards and Water Efficiency Labelling Standards requirements for providing outstanding design, appearance and durability. To ensure that you receive the longest lasting product life possible, we recommend the following general advice to you for the care and maintenance of your Products:

- Clean only with warm, soapy water or detergent. Do not use caustic chemicals, aerosol sprays or cream cleansers.
- Use a soft, dampened sponge or cloth. Never use an abrasive brush, pad or cloth to clean your Products.
- Wipe surfaces clean and thoroughly rinse with water immediately after using any cleaner or solution.

SCHEDULE A: WARRANTY – PRODUCTS AND WARRANTY PERIODS

Product sold after 1st March 2014 (exclusions apply)

Raymor	
Category	Warranty
Mixers	15 years - ceramic disc cartridge – 10 years for commercial use 7 years – body, spout, handle 2 years - seals, flexible hoses, fittings, aerators, spray head, pull out hose 1 year - finish, labour
3 Piece Tapware	15 years - ceramic disc SBAs – 10 years for commercial use 5 years – body, spout, handles, flanges 1 year - finish, jumper valve, seals, labour
Sinks & Tubs	10 years - body 2 years - wastes, clips, bypass kit, hoses 1 year - labour
Toilet Suites	7 years - vitreous china 5 years - in-wall cistern frame 'if applicable', cistern 2 years - valves, fittings, seat, button, hoses 1 year - finish, seals, labour
Basins	7 years - vitreous china, stone 1 year – finish, seals, bottle traps, overflow caps, wastes, labour
Spouts	7 years - body 2 years - seals, fittings, aerators 1 year - finish, labour
Showers	5 years - main body, shower rail, wall elbow, diverter 2 years - shower head, shower arm, slide bracket, handpiece, soap dish, hose, seals 1 year - finish, labour
Accessories	5 years - parts 1 year - finish, labour
Vanities (Tannah only)	3 years - cabinet, polymarble top 1 year - finish, door handles, door hinges, draw runners, wastes, labour
Vanities (Brighton only)	2 years - cabinet, polymarble top, vitreous china top 1 year - finish, door handles, door hinges, draw runners, wastes, labour

Exclusions (not included in the above table)

Raymor	
Category	Warranty
Surrey Mixers, Tapac Three Piece Tapware, Raymor All Directional Showers, Crest & Coen Toilet Suites	5 years - ceramic disc cartridge, ceramic disc SBAs, vitreous china 1 year - body, shower head, shower arm, plastic handpiece, hose, jumper valve, seals, tails, fittings, finish, plastic cistern, valves, seat, aerators, O-rings, labour

Essentials by Raymor Product sold after 15th April 2019

Essentials by Raymor	
Product Category	Warranty
Mixers	1 year - ceramic disc cartridge, body, seals, tails, fittings, finish, aerators, labour
3 Piece Tapware	15 years - ceramic disc SBAs – 10 years for commercial use 5 years - body 1 year - finish, jumper valve, seals, labour
Sinks & Tubs	10 years – body 2 years - wastes, clips 1 year - labour
Toilet Suites	7 years - vitreous china 5 years - in-wall cistern frame 'if applicable', cistern 1 year - valves, fittings, finish, seat, seals, labour
Vanities	2 years – cabinet, polymarble top, vitreous china top 1 year - finish, door handles, door hinges, draw runners, plug & waste, labour
Showers	1 year - body, shower head, shower arm, hand piece, hose, seals, finish, labour
Accessories	1 year – parts, finish, labour

SCHEDULE B: ITEMS COVERED BY A SEPARATE MANUFACTURER'S WARRANTY

Your Warranty does not extend to the items listed below and these items are sold with the warranty provided by the manufacturer, in addition to any rights and remedies you may have under the Australian Consumer Law. Please refer to the warranty document (if any) provided by the manufacturer named below or contact the manufacturer for details.

Product Category	Range	Manufacturer warranty provider
Raymor Vanities	Salt, Wentworth	Architectural Designer Products Pty Ltd
	Eco, Hampton	Marquis Bathroom Products
	Outline, Ease, Stasis, Ocean	Showerrama Products Pty Ltd
Raymor Water filtration units	Filtration systems	Puretec Group
	Cartridges	Puretec Group
Raymor Brass Cartridge Mixers	Banjo BC	Ramtaps
Raymor Mixers	Alor, Lavas	Phoenix Tapware
Raymor Baths & spa baths	Aruba, Jamaica, Recline	Decina Bathroomware Pty Ltd
Raymor Shower systems	Trinidad - screens, walls	Decina Bathroomware Pty Ltd
	Trinidad Luna shower bases	Decina Bathroomware Pty Ltd

All other Products purchased after 1st March 2014 that are not listed in the above tables have a warranty period as set out in the Schedule A Warranty Period table.

For all clearance, ex-display and items sold "as-is" a fixed 12 month limited warranty is provided on parts and labour only unless otherwise required by law.