

PRODUCT WARRANTY

THANK YOU FOR PURCHASING ONE OF OUR QUALITY SHAW & MASON PRODUCTS.

To make a claim under the warranty, please go to **www.kineticsourcing.com.au** and complete the warranty claim form or take the product (with proof of purchase) to the place of purchase for evaluation.

Kinetic Sourcing Group Pty Ltd bears reasonable, direct, expenses of claiming under the warranty. The warranty covers manufacturer defects in materials, workmanship and finish under normal use. The warranty does not cover damage to non-durable product components made of rubber or plastic, such as rubber tips, grips, handles, dials, clips, latches, suction cups and other accessories.

This warranty is provided in addition to other rights and remedies you may have under law: our goods come with guarantees which cannot be excluded under the Australian Consumer Law or the New Zealand Consumer Guarantees Act 1993 (NZ). You are entitled to replacement or refund for a major failure and to compensation for other reasonably foreseeable loss or damage. You are also entitled to have the goods replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The warranty excludes damage resulting from product misuse or product neglect. The warranty covers domestic use only and does not apply to commercial applications.

WARRANTY PERIODS

MIXERS, TAPWARE, TOILETS & SHOWERS

- 15 years replacement mixer cartridge
- 12 months replacement product or parts and labour

OTHER ITEMS

- 12 months replacement product or parts

For full warranty terms and conditions please visit our website **www.kineticsourcing.com.au**

AFTERMARKET SERVICE PROCEDURE - AUSTRALIA

Please go to **www.kineticsourcing.com.au** and complete the warranty claim form.

WARRANTY SHALL BE VOID FOR THE FOLLOWING REASONS:

- Inability to provide proof of purchase.
- Plumbing products not installed by a licensed plumber.
- Electrical products not installed by a licensed electrician.
- Products not installed to relevant local, national and state regulations.
- Products not installed in accordance with the manufacturer's installation instructions.
- Tapware exposed to water pressure and/or temperatures that exceed stated limitations as per AS/NZS 3500.1.
- Isolation taps are not installed in accordance to local, national and state regulations.
- Fitting of other devices to the outlet of the tapware, e.g. water filters.
- Fitting of non-approved flow controllers in tap bodies or end of line devices.
- Products used for incorrect applications, non-potable water, etc.
- Damage as a result of obstructions due to inadequate flushing of system before use.
- Service or repairs with non-standard replacement parts previously undertaken without written approval.
- Damage to finishes by adhesives, sealants, etc.
- Damage to product and/or components due to exposure to caustic or corrosive substances or environments.
- Damage to flexible mixer hoses due to exposure to caustic or corrosive substances or environments.
- Failure to clean and replace outlet aerator inserts, etc.
- Any damage which arises from installation or post-installation use.
- Failure to observe manufacturer's care and cleaning instructions.

The warranty work is limited to the pre-approved scope of work. Additional work will require authorisation.

Warranty claims for labour will only be honoured where the scope of work includes tasks that local, state or national regulations stipulate must be completed by a licensed tradesperson.

This warranty is given by:

Kinetic Sourcing Group Pty Ltd

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