

Product Warranty

Thank you for purchasing one of our quality Kinetic products. Please keep your receipt as proof of purchase, as this will authenticate your warranty. Any claim under this warranty must be made within stated warranty period from the date of purchase of the product. To make a claim under the warranty, take the product (with proof of purchase) to any Bunnings store (see www.bunnings.com.au or www.bunnings.co.nz for store locations).

Bunnings Group Ltd bears reasonable, direct, expenses of claiming under the warranty. You may submit details and proof to a Bunnings store for consideration. The warranty covers manufacturer defects in materials, workmanship and finish under normal use. 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 repaired or 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. This warranty covers domestic use only and does not apply to commercial applications.

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. Note: As per AS/NZS 3500 pressure must be limited to 500 kPa on any new home, extension, or renovation. We recommend 150-500 kPa for best performance and longer life. We DO NOT recommend use for gravity fed hot water systems.
- Isolation taps are not installed in accordance with relevant 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: caustic or corrosive substances, caustic or corrosive environments, UV radiation.
- Damage to flexible 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 manufacturers 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:

Australia - Bunnings Group Limited
ABN: 26 008 672 179
Botanicca 3 - Level 2 East Tower,
570 Swan Street, Burnley VIC 3121
Postal address: Locked Bag 3004,
Hawthorn East VIC 3122
Phone: 1800 797 586
Spare Parts Phone: 1800 772 737
Email: CustomerSupport@bunnings.com.au

New Zealand - Bunnings NZ Limited
Postal address: PO Box 14436,
Panmure, Auckland 1741
Phone: 1800 797 586
Spare Parts Phone: 0800 868 003
Email: OnlineEnquiries@bunnings.co.nz

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AU You may submit details and proof to Kinetic Sourcing Group Pty Ltd for consideration. Kinetic Sourcing Group Pty Ltd bears reasonable, direct, expenses of claiming under the warranty.

Or,

NZ You may submit details and proof to ACM (NZ) Pty Limited for consideration. ACM (NZ) Pty Limited bears reasonable, direct, expenses of claiming under the warranty.

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This warranty is given by:

Australia

Kinetic Sourcing Group Pty Ltd
ABN 76 139 962 075
15/3 Box Road,
Caringbah, NSW 2229, Australia
Ph: (02) 9524 2570
Email: sales@kineticsourcing.com.au
Website: www.kineticsourcing.com.au

New Zealand

ACM (NZ) Pty Limited
NZBN 4474052
47 Stonedon Drive, East Tamaki
Auckland 2013, New Zealand
Ph: +64 9320 4515
Email: info@acmhardware.com
Website: www.acmhardware.com
Aftermarket Sales Ph: 0800 744 794

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.

For spare parts, please phone: (Aus)1800 772 737. (NZ) 0800 744 794