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Start from 01/01/2026

WARRANTY INFORMATION - CERAMIC BASINS

TERMS OF WARRANTY

ECT GLOBAL Pty Ltd A.B.N. 70095343123(ECT) warrants to the original purchaser of the product that under proper care, use and maintenance. ECT ceramic basins have a **15-year** product replacement warranty, and **1-year** warranty on labour from the original date of purchase. Plug and waste **1 year** product replacement (labour not included). This warranty is subject to the conditions and exclusions set out below. This warranty is in addition to all other rights and remedies that you have under Australian law.

WARRANTY CONDITIONS AND EXCLUSIONS

Installation of ceramic basin is the responsibility of the customer or the customer's installer.

ALWAYS check the product before installation. The cost of installing a replacement basin faulty at time of purchase will be the responsibility of the customer.

By installing the ceramic basin, the owner accepts that it is free from any major imperfections.

- A.) ECT is only responsible for defects that have arisen solely from faulty materials or workmanship by the manufacturer within the warranty period. The product must be maintained and installed in accordance with any instructions, information or advice provided by ECT and the supplier, and otherwise in accordance with generally accepted professional installation practices and best methods for maintaining ceramic.
- B.) The product must not have been modified or altered outside the original factory specifications.
- C.) This warranty is limited to the original purchaser and is not transferable.
- D.) This product must be installed by an accredited installer
- E.) Please be aware that vitreous china is not a perfect product due to the manufacturing process. This implies that there may be variations of + or – 2% in the size and shape from the manufacturer's specifications.

This warranty does not extend to cover:

- A) Any damage to the product that may have been caused during shipping, delivery or installation.
- B) Any damage to the product due to misuse, negligence, improper installation or connection, inadequate or improper maintenance or other abuse or misuse.
- C) The cost of removing and /or re-installing any replacement products or any other damages or costs that may be incurred in connection with the removal and/or re-installation of any product.

To make a warranty claim, the following documentations must be supplied to:
ect_service@outlook.com:

- 1. Proof of purchase**
- 2. Your contact details**
- 3. Certificate of compliance of installation by an accredited installer and the details of the installer**