



Warranty – Shower Base & Tile Tray (SMC)

1. Warranty Coverage

- ECT GLOBAL P/L (ECT) provides a **7-years** product replacement warranty on Shower Base and Tile Tray (SMC), and first **12** months parts and labor warranty. Any part or product not specifically listed in this document is covered by a **1-year warranty period**.
- Replacement products are subject to availability at the time of replacement and are not guaranteed to match the original installation.

Explanation of Terms

- **Parts and Labour:** This refers to 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 refers to the warranty period during which an equivalent replacement product will be supplied. Note that this does **not include installation**.

The warranty period starts from the date of purchase. Subject to the conditions and limitations set out below, ECT warrants the original purchaser of the products and its product components.

If a defect arises, the purchaser must notify ECT within 7 days of discovering the defect, and return the defective product or component, freight prepaid, together with proof of purchase.

2. Remedy

At its discretion, ECT will rectify or replace (without charge) any product or component found to be defective due to an error in manufacture. If the product is no longer produced, ECT may supply an equivalent replacement product, or, if this is not possible, refund the original invoiced price to the purchaser.

3. Warranty Conditions

This warranty applies only to the original purchaser of the product or to the first consumer for whom the product has been installed by a contractor. This warranty is not transferable to subsequent owners.

The warranty applies only where all of the following conditions are met:

1. The failure is due to a manufacturing fault;
2. Proof of purchase is provided;
3. The product has been installed by a qualified tradesperson; and
4. The product has been installed in accordance with ECT's instructions.

4. Warranty Exclusions

- Normal wear and tear;
- Minor discrepancies from specifications that are immaterial to the value or use of the product;
- Damage due to chemical, electrochemical, or electrical influences;

- Inappropriate use or adverse environmental conditions;
- Failure to follow ECT's installation, operation, or maintenance instructions.
- Circumstances beyond ECT's control (including unauthorized repairs, tampering, misuse, abuse, accident, transport damage, natural events, or animal damage).
- Defective or unsuitable framework, substrate, or supports; or
- Faulty workmanship during installation by others.

For clarity, ECT does not warrant the installation of its products or components, even if installation was performed in accordance with its instructions.

5. Exclusions and Limitations of Liability

- ECT is not liable for dismantling, return, or reassembly at the installation site.
- Repairs or replacements under this warranty do not extend the warranty period or initiate a new warranty period.
- ECT will not be responsible for consequential damages (including loss of use, inconvenience, or property damage), whether direct or indirect, and whether arising in contract or tort.
- The company's liability under this warranty will not exceed the purchase price of the defective component, its replacement, or installation thereof.

6. No Other Warranties

No other express warranty or representation has been or will be made on behalf of ECT in relation to its products. No representative, distributor, or reseller is authorised to alter or extend the terms of this warranty.

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