

Start from 01/01/2021

WARRANTY INFORMATION- TOILET SUITE

TERMS OF WARRANTY

ECT GLOBAL Pty Ltd A.B.N. 70095343123(ECT) warrants to the original purchaser of this product that under proper care, use and maintenance a **15-year** replacement warranty on all ceramics, a **3-year** replacement warranty on inlet and outlet valves and a **1-year** warranty on all other parts including seats. We also offer a **1-year** warranty on labour from the date of purchase. This warranty is subject to the conditions and exclusions set out below. The warranty date is in addition to other rights and remedies that you have under Australian law.

WARRANTY CONDITIONS AND EXCLUSIONS

Installation of any toilet suite is the responsibility of the customer or the customer's installer. All toilet suites must be installed by a licensed plumber complete with **installation certificate** including plumber's identification A copy of **receipt of purchase** from merchant must also be supplied to make a **warranty claim**.

Any breaches of these conditions will void warranty.

ALWAYS check the toilet suite before for faults including cracks before installation. The cost of installing a replacement toilet suite that is faulty at delivery will be the responsibility of the customer.

By installing the toilet suite, the purchaser accepts that it is free from any major imperfections.

- A) ECT is only responsible for defects that have arisen solely from faulty materials or manufacturing workmanship within the warranty period. The product must be maintained and installed in accordance with any instructions, information or advice provided by ECT and its suppliers. It must also be installed 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) ECT reserves the right to modified warranty provisions without prior notification. Warranty coverage will be determined by the warranty provisions in effect at the time of the claim.
- 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.
- D) Parts subjects to wear and tear such as seals and rubbers are not covered by warranty.
- E) Parts damaged due to flushing cleaners or chemical additives used in the cistern.
- F) Seats, hinges, button assembly, flush pipes and other component carry a 1-year replacement warranty and in house service.
- G) Soft close seats that have been forced to close and bursting the mechanism.

Warranty claims must include the Certificate of compliance, receipt with date of purchase and your contact details.