EXTRACARE TOILET SUITE

Warranty information.

WARRANTY PERIOD

15 years	3 years	1 year
Replacement warranty on all ceramics	Replacement warranty on inlet and outlet valves	Replacement warranty on all other parts, including seats

There is also a 1 year in-house labour warranty from the date of purchase, excluding the seat and hinges. ECT Global Pty Ltd (ABN 70 095 343 123) gives this warranty to the original purchaser of the product, under proper care, use and maintenance. It is subject to the conditions and exclusions in this document and is in addition to your other rights and remedies under Australian law. Terms apply from 1 January 2021.

WARRANTY CONDITIONS

01	Installation is the responsibility of the customer or the customer's installer. All toilet suites must be installed by a licensed plumber, with an installation certificate that includes the plumber's identification.
02	A copy of the receipt of purchase from the merchant must be supplied to make a warranty claim.
03	Check the toilet suite for faults, including cracks, before installation. The cost of installing a replacement for a suite that was faulty at delivery is the customer's responsibility. By installing the toilet suite, the purchaser accepts that it is free from any major imperfections.
04	ECT is only responsible for defects that arise solely from faulty materials or manufacturing workmanship within the warranty period.
05	The product must be maintained and installed in accordance with any instructions, information or advice provided by ECT and its suppliers, and with generally accepted professional installation practices and best methods for maintaining ceramic.
06	The product must not have been modified or altered outside the original factory specifications.

Any breach of these conditions voids the warranty.

ADDRESS
42 Castro Way, Derrimut VIC 3026

PHONE
(03) 8390 6300

EMAIL
sales@zenmo.com.au

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www.zenmo.com.au

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Exclusions and claims.

01	This warranty is limited to the original purchaser and is not transferable.
02	ECT reserves the right to modify the warranty provisions without prior notification. Warranty coverage is determined by the provisions in effect at the time of the claim.
03	Vitreous china is not a perfect product, because of the manufacturing process. There may be variations of plus or minus 2% in size and shape from the manufacturer's specifications.

THIS WARRANTY DOES NOT COVER

01	Damage to the product caused during shipping, delivery or installation.
02	Damage due to misuse, negligence, improper installation or connection, inadequate or improper maintenance, or other abuse.
03	The cost of removing or reinstalling any replacement products, or any other damages or costs incurred in connection with removal or reinstallation of any product.
04	Parts subject to wear and tear, such as seals and rubbers.
05	Parts damaged by flushing cleaners or chemical additives used in the cistern.
06	Soft close seats that have been forced to close, bursting the mechanism.

HOW TO MAKE A CLAIM

Email the following to **service@zenmo.com.au**:

01	02	03
Certificate of compliance	Receipt with date of purchase	Your contact details

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