URBANO, WB 6141, LEFT OR RIGHT HAND, GLOSS WHITE

Warranty information.

WARRANTY PERIOD

15 years	1 year	1 year
Replacement parts or the complete product	Replacement of the plug and waste, labour not included	In-house labour from the date of purchase

ECT Global Pty Ltd (ABN 70 095 343 123) warrants to the original purchaser that, under proper care, use and maintenance, the product is covered for the periods above. This warranty is subject to the conditions and exclusions in these documents and is in addition to all other rights and remedies you have under Australian law. Terms apply from 1 January 2026.

WARRANTY CONDITIONS

01	Installation of the ceramic basin is the responsibility of the customer or the customer's installer.
02	The basin must be installed by an accredited installer.
03	Always check the product before installation. The cost of installing a replacement basin that was faulty at the time of purchase is the customer's responsibility.
04	By installing the ceramic basin, the owner accepts that it is free from any major imperfections.
05	ECT Global is only responsible for defects that arise solely from faulty materials or workmanship by the manufacturer within the warranty period. The product must be maintained and installed in line with the instructions, information or advice provided by ECT Global and the supplier, with generally accepted professional installation practices, and with the best methods for maintaining ceramic.
06	The product must not have been modified or altered outside the original factory specifications.
07	This warranty is limited to the original purchaser and is not transferable.
08	Vitreous china is not a perfect product due to the manufacturing process. Variations of plus or minus 2% in size and shape from the manufacturer's specifications are normal.

ADDRESS
42 Castro Way, Derrimut VIC 3026

PHONE
(03) 8390 6300

EMAIL
sales@zenmo.com.au

WEBSITE
www.zenmo.com.au

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Exclusions and claims.

THIS WARRANTY DOES NOT COVER

01	Any damage caused during shipping, delivery or installation.
02	Any damage caused by misuse, negligence, improper installation or connection, inadequate or improper maintenance, or other abuse.
03	The cost of removing or re-installing any replacement products, or any other damages or costs incurred in removing or re-installing a product.

CLEANING AND MAINTENANCE

01	Clean the basin with mild detergent and water.
02	Avoid metal scourers, waxes, solvents, abrasives, acids and other chemical based cleaners.
03	The warranty is void if damage is caused by unsuitable cleaning products.

HOW TO MAKE A CLAIM

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

01	02	03
Proof of purchase	Your contact details	Certificate of compliance of installation by an accredited installer, with the installer details

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