



## TERMS AND CONDITIONS PRODUCT WARRANTY



# TERMS AND CONDITIONS

## 1. General

We reserve the right to change or or discontinue without prior notice the ranges listed in the price book as well as the prices. Therefore we cannot be held responsible for any loss or damage in this respect, and shall reject any claim for

compensation. All orders are to be by fax or email transmission, no verbal orders will be considered. All dimensions stated are subject to change.

## 2. Prices

The prices in this price list include GST. The published prices are only Recommended Prices. Whenever the clients requests that the goods are dispatched in special packaging, the cost of such packaging will be added to the receivers account.

## 3. Shipment

On receipt of the goods, the receiver must check the content of the parcels, list and advise possible discrepancies. We are not responsible for any delay due to the carrier. The receiver has only 2 days to notify us of any damaged or missing stock from date of receipt. Each and any orders may be sent orders may be executed through partial deliveries. Orders which do not specify a any delivery date will be shipped as promptly as possible. Delivery dates stated will only be classed as an indication and we shall not accept any claim or will not allow any compensation in case of delay or partial shipment. Delivery charges apply to orders below the minimum order amounts.

## 4. Product Care

All Tapware should only be cleaned with using water, neutral soap and a non abrasive cloth. In areas with high levels of lime in the water, the surface must be well dried after use, especially for gold, bronze and nickel finishes. Do not use abrasive products nor acid detergents. If lime proportion in water is higher than average, it is advised to use a decalcifying agent or other specific filters, otherwise constant maintenance is fundamental

## 5. Manufacturer's Warranty

Arcorp Enterprises Pty Ltd will repair or provide a replacement free of charge any part or products purchase, which becomes defective during the guarantee period. Repair or replacement of the product will be at the sole discretion of Arcorp Enterprises Pty Ltd. We reserve the right to replace the defective part or product with a similar part or product in current production, provided that such replacement part of product is of similar quality.

### THE FOLLOWING CONDITIONS WILL APPLY:

1. Documentary proof of purchase must be provided.
2. The guarantee expires on the anniversary of the purchase date.
3. Goods are to be used only for the purpose it is designed for.
4. Installation instructions must be clearly followed.
5. Warranty extends to products purchased in Australia only.
6. The guarantee is limited to the original purchaser and is non-transferable.

### THE FOLLOWING EXCLUSIONS WILL APPLY:

1. Damage caused by normal wear and tear, accidents, negligence, alteration, use of abrasive cleaners or misuse.
2. Damage during shipment except where transport charges are included in the pricing.
3. Damage to returned goods while under the care of the customer or the customers agent.
4. Labour costs not expressly authorised by Arcorp Enterprises Pty Ltd in writing, including cost of installation, un-installation, consultants cost or technical advisors.
5. Light Bulbs
6. Damage caused by unauthorised repairs or use of non-standard spares.
7. Damage caused by impurities in pipes, including hard water.
8. Possible imperfections, which are part of the characteristics of the materials.
9. Claims for consequential damage and liquidated damages.

# ARCORP ENTERPRISES WARRANTY PERIODS

While all Arcorp Enterprises products are manufactured to the highest standard, we offer varying extended warranty periods (please refer to below table) from the date of purchase or handover that our Products are free from all defects in materials and workmanship, subject to the terms and conditions that follow, for additional peace of mind. We are committed to being Australia's leading Quality Supplier, Technical Support & Customer Service Team, with a dedicated and proven service network striving for ultimate customer satisfaction.

For all After Sales & Service enquiries please contact point of purchase with your purchase details.

Sanitaryware		
Range	Warranty	Comments
<b>Project</b>		
Basins	5 years	5 years replacement product
Accessories & Spare Parts (when purchased seperately)	1 year	1 year replacement product or parts
<b>Paco Jaanson (excluding Project)</b>		
Basins	15 years	15 years replacement product
Bidettes	15 years	15 years replacement product
Toilet Suites (All Cisterns & Pans)	15/1 year	15 years replacement product 1 years parts and labour
Seats	1 year	1 year replacement product or parts
Accessories & Spare Parts (eg. valves - when purchased seperately)	1 year	1 year replacement product or parts

## Baths

Range	Warranty	Comments
<b>Paco Jaanson (Steel)</b>		
Baths & Spa Baths (Steel Shell)	10 years	10 years bath shell
Chrome Fittings	10 years	10 years parts or product
<b>Paco Jaanson (Acrylic)</b>		
Baths & Spa Baths (Acrylic Shell)	5 years	5 years bath shell

## Taps, Outlets, Mixers, Showers & Bathroom Accessories

Range	Warranty	Comments
<b>Paco Jaanson (Project &amp; Scondro)</b>		
Taps, Outlets, Mixers, Showers	15/1 years	Parts only 15 years replacement or parts 1 year replacement product or parts and labour
Bathroom Accessories	1 year	1 year replacement parts or products
<b>Spare Parts</b> - when purchased seperately (Cartridges, hoses, etc)	1 year	1 year replacement parts or products
<b>Paco Jaanson Premium (d38, Antonio Miro, Lladro &amp; Tempo)</b>		
Taps, Outlets, Mixers, Showers	10 years	10 years replacement product or parts and labour
Bathroom Accessories	1 year	1 year replacement parts or products
<b>Spare Parts</b> - when purchased seperately (Cartridges, hoses, etc)	1 year	1 year replacement parts or products

## Taps, Outlets, Mixers, Showers & Bathroom Accessories (cont)

Range	Warranty	Comments
<b>Paco Jaanson Standard (All Other Ranges)</b>		
Taps, Outlets, Mixers, Showers	5 years	5 years parts & labour
Bathroom Accessories	1 year	1 year replacement parts or products
Spare Parts - when purchased seperately (Cartridges, hoses, etc)	1 year	1 year replacement parts or products
<b>Artema</b>		
Taps, Outlets, Mixers, Showers	5 years	5 years parts & labour
Bathroom Accessories	1 year	1 year replacement parts or products
Spare Parts - when purchased seperately (Cartridges, hoses, etc)	1 year	1 year replacement parts or products

## Stainless Steel Kitchen Sinkware, Laundry Tubs & Accessories

Range	Warranty	Comments
<b>Paco Jaanson</b>		
Sinks	Lifetime/1 year	Lifetime replacement product or parts 1 year replacement product or parts and labour
Tubs (Ceramic)	10 years	10 years replacement product
Laundry Cabinets	1 year	1 year replacement product or parts