

## PRODUCT WARRANTY

Updated Sep 2022

### GENERAL WARRANTY STATEMENT

Our products come with guarantees in accordance with the New Zealand Consumer Guarantees Act (1993). Toptile & Bathroom Limited (Toptile Bathrooms) warrants all products imported and sold by Toptile Bathrooms to be free from substantial defects in workmanship and materials, under normal use and conditions, for the specified warranty period as below from the date of purchase.

In the event of a substantial defect in materials or workmanship, Toptile Bathrooms will undertake to replace, repair or refund any faulty product due to manufacturing or material defects within the warranty period from date of purchase. Proof and date of purchase and the installer's details must be provided with any warranty claim.

Product warranties do not cover removal and installation costs. Any costs incurred to remove faulty products and install replacements will be at the cost of the purchaser.

The following warranty applies to Toptile Bathrooms products supplied to customers in New Zealand.

NOTE: Unless otherwise stated product warranties (Product & Parts only) for Toptile Bathrooms products are as follows:

PRODUCT	DOMESTIC WARRANTY	COMMERCIAL WARRANTY
Cabinets - Vanities, Side Cabinets (excluding mirror)	10 years	1 year
Composite Stone Basins / Tops	7 years	1 year
Poly-Marble Basins	5 years	1 year
Ceramic Basins	1 years	1 year
Baths		
-Acrylic Bath	5 years	1 year
-Composite Stone Bath	7 years	1 year
Heated Towel Rail	5 years	1 year
Mirrors (glass)	2 years	1 year
Tapware		
-Main body	10 years	1 year
-Valve & Cartridge	5 years	1 year
- Seals, Shower rail, heads & hose	1 year	1year
Toilet		
-Ceramic cistern & Pan	5 years	1 year
-Fill & Flush valve	2 years	1 year
-Working parts eg. seat, hinges, seals, push plates	1 year	1year
Hardware -handle & runners	7 year	1 year
Electrical / Lighting / Plumbing Fittings eg. waste and trap	1 years	1 year
Tiles	10 years	10 year

## CONDITIONS

1. Products must have been installed in accordance with the manufacture instructions and in accordance with local City or Council Standards requirements by a licensed tradesperson.
2. Failure is due to a fault in the manufacture of the product.
3. Proof of purchase is provided.
4. Products must have been maintained in good order and condition and serviced in accordance with manufacturers' recommendations.

## EXCLUSIONS

-To the fullest extent permitted by CGA, TB excludes all liability for damage or injury to any person, damage to any property and any consequential or other loss or damage, including but not limited to any loss or damage to furniture, floor coverings, walls, fixtures or any other reasonably foreseeable consequential loss of any kind caused by any defect in the products or their components.

-Toptile Bathrooms will not be liable for the cost of installation or removal of any unit and the warranty will be VOIDED if damage occurred during or after INSTALLATION or a damaged or incorrect unit has been installed.

-Door and drawer adjustment; Unsuitable or improper use; Incorrect installation or installation not in accordance with the instructions provided; Installation or part installation by the purchaser or any person other than a LICENSED tradesperson; Normal wear and tear; Inadequate or complete lack of maintenance; chemical, electrochemical or electrical influences; excessive heat damage or Harsh detergents or abrasive cleaners used on product finishes, are NOT considered a warranty issue.

## CLAIM PROCEDURE

For all warranty queries customers are to contact the branch where the product was purchased. These details can be found on your purchase invoice. Or to make your claim with the product details, photo of the faulty product with fault description to [sales@toptileandbathroom.co.nz](mailto:sales@toptileandbathroom.co.nz), After we receive your claim we may contact you for further information.

Please also be aware that if once we visit the site to investigate or repair the product and find that it is not a product defect or fault which is not covered by this warranty, that we may charge for the time and travel incurred.

## SERVICE CALL OUT FEES & CHARGES

In the event of a service call out for issues covered under the Toptile Bathrooms product warranty, no call out fees will apply.

If Toptile Bathrooms is called out and the cause of the issue falls within the warranty exclusions or the installation instructions have not been adhered to, the following charges will apply:

**CALL OUT FEE:** \$145.00 plus gst initial cost, first 30 minutes included.

**SERVICE TIME ONSITE:** \$25 plus gst billed in 15-minute increments.

**CALL OUT TIMES:** Business hours 9am - 5pm.

**NOTE:** Response time will depend on technician availability.

Toptile Bathrooms will not be liable for any claims for labour, additional products or parts associated with an alleged faulty product for repair work not approved in advance by Toptile Bathrooms in writing.



[www.toptilebathrooms.co.nz](http://www.toptilebathrooms.co.nz)

Refer to [www.toptilebathrooms.co.nz/warranty](http://www.toptilebathrooms.co.nz/warranty) for full warranty details.

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