

Neko Product Warranties

At Neko Australia, we place the highest importance on the quality of the goods we sell. So when you purchase a Neko product, you can have confidence that it will perform to your satisfaction. If it doesn't, Neko will replace it, or repair it.

There are warranties for all the products we sell, in addition to the general protection that is available to all consumers under the Australian Consumer Law, specifically:

You are entitled to a replacement or refund for a major failure and compensation for any other loss or damage. You are also entitled to have the products repaired or replaced if they fail to be of an acceptable quality and the failure does not amount to a major failure.

The purpose of the product warranty is to protect the buyer against faulty workmanship or faulty materials. It does not apply when a customer changes their mind. And it does not take the place of, or alter, the rights available to the consumer under Australian law.

However, for the warranty to be effected, a number of conditions apply. The fault or damage must not have been caused by any of the following:

- misuse or maltreatment or accidental damage of the product
- excessive heat or cold
- excessive water pressure
- during the installation of the product
- where the installation was carried out by someone who was not licensed to perform the work
- where Neko's installation instructions were not followed
- where corrosive, abrasive or other unsuitable materials have been used to clean the product
- fair wear and tear

So when does the warranty period begin? In most cases, this will be the date of purchase. If the product is going into a new building, the warranty will start when the building is handed over to the client. It's important, therefore, that the original invoice for the goods is retained as proof of purchase, and that evidence of the building hand-over is kept. It is also important that all Neko products are inspected by the customer as soon as possible, and certainly no later than seven days from the date of purchase. If there is a fault with the product or damage caused in transit, the customer should notify Neko immediately in order to have the damage repaired or the goods replaced. Neko's contact details are:

Neko Australia Pty Ltd

21 Lyell Street, Fyshwick. ACT 2609

Phone: (02) 6143 2688 Fax: (02) 6239 1875

Email: sales@nekoaustralia.com.au

When making a claim, please include as much detail as possible, including photographs of the damage, proof of purchase and – of course – your contact details.

The following table provides a list of Neko products and their warranties.

Vanities and Mirror Cabinets			
Ranges	Warranty	Comments	
Solace/Locus/Trend/Acton/Haven	5/1 years	5 years replacement product 1 year parts and labour	
Cruze/Space	1 year	1 year replacement product or parts and labour	
Accessories & Spare Parts	1 year	1 year replacement product or parts	
Sanitaryware			
Categories	Warranty	Comments	
Toilet Suites (All Cisterns & Pans)	5/1 years	5 years replacement product 1 year parts and labour	
Seats	1 year	1 year replacement product or parts	
Accessories & Spare Parts	1 year	1 year replacement product or parts	
Baths			
Categories	Warranty	Comments	
Baths	5/1 years	5 years replacement product 1 year parts and labour	
Accessories & Spare Parts	1 year	1 year replacement product or parts	
Tapware, Showers, Bathroom Accessories			
Categories	Warranty	Comments	
Tapware	15/7/1 years	15 years replacement of PEX connection hoses 7 years replacement ceramic cartridge - parts only * 1 year replacement product or parts and labour †	
Showers	15/5 years	15 years replacement product or parts 5 year parts and labour	
Bathroom Accessories	5/1 years	5 years replacement product 1 year parts and labour	
Accessories & Spare Parts	1 year	1 year replacement product or parts	
Stainless Steel Kitchen Sinks, Laundry Tubs, Laundry Tub Units & Accessories			
Categories	Warranty	Comments	
Sinks	15/1 years	15 years replacement product or parts 1 year replacement product or parts and labour	
Tubs	15/1 years	15 years replacement product or parts 1 year replacement product or parts and labour	
Laundry Tub Units	1 year	1 year replacement product or parts and labour	
Accessories & Spare Parts	1 year	1 year replacement product or parts	

* Excludes damage to ceramic disc cartridges from pieces of copper tube, plastic tube, sand, dirt or thread tape etc.

† Plastic Jumper Valves – 3 months parts only.

Copper Jumper Valves – 12 months parts only

NEKO VANITIES WARRANTY

Solace/Locus/Trend ranges

All Neko Solace/Locus/Trend vanities carry a 5 years replacement product 1 year parts and labour warranty against faults or defects in the manufacture of the product.

It is a specific requirement that all Neko vanities be inspected at the time of delivery to ensure there has been no damage in transit. All claims for damage in transit must be made within seven days of the delivery of the vanity.

Starting from its purchase, each Neko Vanity enjoys a five years product replacement warranty for domestic use with a one year warranty for spare parts and labour against faults or defects in the manufacture of the product, provided:

1. The vanity (or cabinet or top) was installed by a qualified tradesperson and in accordance with its installation instructions
2. The defect or fault was not caused by improper use or mishandling
3. The vanity (or cabinet or top) was not exposed to excessive water or moisture
4. The damage was not caused when tapware, a plug and waste or other items were fitted to the vanity

If the fault can be repaired without replacement, Neko Australia will undertake to repair the vanity (or cabinet or top) free of charge.

Cruze/Space ranges

All Neko Cruze/Space vanities carry a 1 year replacement product or parts and labour warranty against faults or defects in the manufacture of the product.

It is a specific requirement that all Neko vanities be inspected at the time of delivery to ensure there has been no damage in transit. All claims for damage in transit must be made within seven days of the delivery of the vanity.

Within one year of its purchase, NekoAustralia will replace any Cruze vanities found to have a manufacturing fault or defect, provided:

1. The vanity (or cabinet or top) was installed by a qualified tradesperson and in accordance with its installation instructions
2. The defect or fault was not caused by improper use or mishandling
3. The vanity (or cabinet or top) was not exposed to excessive water or moisture
4. The damage was not caused when tapware, a plug and waste or other items were fitted to the vanity

If the fault can be repaired without replacement, Neko Australia will undertake to repair the vanity (or cabinet or top) free of charge.

NEKO MIRROR SHAVING CABINET WARRANTY

Acton, Solace and Haven ranges

All Neko ACTON, SOLACE and HAVEN mirror door shaving cabinets carry a 5- year warranty with 1-year labour against faults or defects in the manufacture of the product.

It is a specific requirement that all Neko mirror door shaving cabinets be inspected at the time of delivery to ensure there has been no damage in transit. All claims for damage in transit must be made within seven days of the delivery of the cabinet.

Starting from its purchase, each Neko mirror door shaving cabinet enjoys a five years product replacement warranty for domestic use with a one year warranty for spare parts and labour against faults or defects in the manufacture of the product, provided:

1. The cabinet was installed by a qualified tradesperson and in accordance with its installation instructions
2. The defect or fault was not caused by improper use or mishandling
3. The cabinet was not exposed to excessive water or moisture
4. The damage was not caused when other items were fitted to the cabinet.

If the fault can be repaired without replacement, Neko Australia will undertake to repair the cabinet free of charge.

Cruze range

All Neko Cruze mirror door shaving cabinets carry a 1 year replacement product or parts and labour warranty against faults or defects in the manufacture of the product.

It is a specific requirement that all Neko mirror door shaving cabinets be inspected at the time of delivery to ensure there has been no damage in transit. All claims for damage in transit must be made within seven days of the delivery of the cabinet.

Within one year of its purchase, NekoAustralia will replace any Cruze mirror door shaving cabinets found to have a manufacturing fault or defect, provided:

1. The cabinet was installed by a qualified tradesperson and in accordance with its installation instructions
2. The defect or fault was not caused by improper use or mishandling
3. The cabinet was not exposed to excessive water or moisture
4. The damage was not caused when other items were fitted to the cabinet.

If the fault can be repaired without replacement, Neko Australia will undertake to repair the cabinet free of charge.

NEKO BATHS WARRANTY

All Neko baths carry a 5 years replacement product 1 year parts and labour warranty against faults or defects in the manufacture of the product.

It is a specific requirement that all Neko baths be inspected at the time of delivery to ensure there has been no damage in transit. All claims for damage in transit must be made within seven days of the delivery of the bath.

Starting from its purchase, each Neko bath enjoys a five years product replacement warranty for domestic use with a one year warranty for spare parts and labour against faults or defects in the manufacture of the product, provided:

1. The bath was installed by a qualified tradesperson and in accordance with its installation instructions
2. The defect or fault was not caused by improper use or mishandling
3. The bath was not exposed to excessive water or moisture
4. The damage was not caused when tapware, a plug and waste or other items were fitted to the bath

If the fault can be repaired without replacement, Neko Australia will undertake to repair the bath free of charge.

NEKO BATHROOM ACCESSORIES WARRANTY

All Neko bathroom accessories carry a 5 years replacement product 1 year parts and labour warranty against faults or defects in the manufacture of the product.

It is a specific requirement that all Neko bathroom accessories be inspected at the time of delivery to ensure there has been no damage in transit. All claims for damage in transit must be made within seven days of the delivery of the bathroom accessory(ies).

Starting from its purchase, each Neko bathroom accessory enjoys a five years product replacement warranty for domestic use with a one year warranty for spare parts and labour against faults or defects in the manufacture of the product, provided:

1. The bathroom accessory was installed by a qualified tradesperson and in accordance with its installation instructions
2. The defect or fault was not caused by improper use or mishandling
3. The bathroom accessory was not exposed to excessive water or moisture

If the fault can be repaired without replacement, Neko Australia will undertake to repair the bathroom accessory free of charge.

NEKO SHOWER WARRANTY

All Neko Shower come with a full warranty against faults in manufacturing and materials.

The full details are outlined below. The benefits provided by this warranty are in addition to other rights and remedies available under Australian law.

Neko will repair or, at its option, replace any goods which are defective through faulty workmanship or materials as follows:

- within five (5) years of purchase, Neko will cover the cost of parts and labour to replace the shower
- within fifteen (15) years of purchase, Neko will cover the cost of parts to replace the shower

General terms

Neko showers come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Water pressures must not exceed 1000kpa as per the product installation instructions. Products must be installed in accordance with manufacturer's instructions and Plumbing code AS/NZS 3500.1-2003.

Parts Considered being Consumable

Components of the shower which are designed to be replaced and/or maintained periodically will be replaced if a manufacturing fault exists. These parts are:

- O-rings
- Fibre and plastic washers

This warranty will be voided if:

- The defect in the goods is caused by improper use
- The defect is due to improper installation
- The water lines are not flushed adequately
- The product is exposed to waterborne solids e.g. thread tape, cuttings, grit, etc.
- The defect is caused by the effects of hard water
- The product is cleaned with harsh chemicals
- Devices are fitted to the outlet
- Acetic cure silicone is used

If a warranty claim is made and service staff of Neko attend the Buyer's premises or place where the goods have been installed and discover that the problem arises from the faulty installation or use of the goods in conjunction with products of another manufacturer or from a cause other than a manufacturing defect of the goods for which Neko is responsible, or if the Buyer does not attend at the agreed appointment, Neko may charge a service fee for service staff. Neko will require dated proof of purchase of the goods before commencing work. The buyer may be asked to pay any service fee charged in accordance with this provision.

NEKO TAPWARE WARRANTY

All Neko Cruze Mixers come with a full warranty against faults in manufacturing and materials. The full details are outlined below. The benefits provided by this warranty are in addition to other rights and remedies available under Australian law. Warranty Period for Single Lever Cruze Mixers Fitted with Plastic Cartridge Neko will repair or, at its option, replace any goods which are defective through faulty workmanship or materials as follows:

- Within one (1) year of purchase, Neko will cover the cost of parts and labour to replace the body of the mixer
- Within five (5) years of purchase, Neko will cover the cost of parts to replace the ceramic cartridge, and
- Within fifteen (15) years of purchase, Neko will cover the cost of parts to replace the PEX connection hoses in the mixer

General Terms

Neko mixers come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. Water pressures must not exceed 1000kpa as per the product installation instructions. Products must be installed in accordance with manufacturer's instructions and Plumbing code AS/NZS 3500.1-2003.

Parts Considered Being Consumable

Components of the mixer which are designed to be replaced and/or maintained periodically will be replaced if a manufacturing fault exists.

These parts are:

- O-rings
- Fibre and plastic washers
- Single lever mixer lip seals
- Single lever mixer friction washers
- Aerator inserts

This warranty will be voided if:

- The defect in the goods is caused by improper use
- The defect is due to improper installation
- The water lines are not flushed adequately
- The product is exposed to waterborne solids e.g. thread tape, cuttings, grit, etc.
- The defect is caused by the effects of hard water
- The product is cleaned with harsh chemicals
- Devices are fitted to the outlet
- Acetic cure silicone is used

If a warranty claim is made and service staff of Neko attend the Buyer's premises or place where the goods have been installed and discover that the problem arises from the faulty installation or use of the goods in conjunction with products of another manufacturer or from

a cause other than a manufacturing defect of the goods for which Neko is responsible, or if the Buyer does not attend at the agreed appointment, Neko may charge a service fee for service staff.

NEKO KITCHEN SINK AND LAUNDRY TUB WARRANTY

All Neko kitchen sinks and laundry tubs carry a 15-year warranty 1 year parts and labour warranty against faults or defects in the manufacture of the product.

It is a specific requirement that all Neko kitchen sinks and laundry tubs be inspected at the time of delivery to ensure there has been no damage in transit. All claims for damage in transit must be made within seven days of the delivery of the sink or tub.

Starting from its purchase, each Neko sink and laundry tub enjoys a fifteen years product replacement warranty for domestic use with a one year warranty for spare parts and labour against faults or defects in the manufacture of the product, provided:

1. The sink or tub was installed by a qualified tradesperson and in accordance with its installation instructions.
2. The defect or fault was not caused by improper use, corrosive materials, mishandling or normal wear and tear.
3. The damage was not caused when tapware, a plug and waste or other items were fitted to the sink or tub.
4. A document proving the date of purchase is produced.
5. The sink or tub was not installed outdoors.

If the fault can be repaired without replacement, Neko Australia will undertake to repair the sink or tub free of charge.

NEKO LAUNDRY TUB UNIT WARRANTY

All Neko laundry tub and cabinet unit carry a 1 year replacement product or parts and labour warranty against faults or defects in the manufacture of the product.

It is a specific requirement that all Neko laundry tub and cabinet unit be inspected at the time of delivery to ensure there has been no damage in transit. All claims for damage in transit must be made within seven days of the delivery of the tub and cabinet.

Within one year of its purchase, NekoAustralia will replace any tub and cabinet found to have a manufacturing fault or defect, provided:

1. The tub and cabinet was installed by a qualified tradesperson and in accordance with its installation instructions.
2. The defect or fault was not caused by improper use, corrosive materials, mishandling or normal wear and tear.
3. The damage was not caused when tapware, a plug and waste or other items were fitted to the tub and cabinet.
4. A document proving the date of purchase is produced.
5. The tub and cabinet was not installed outdoors.

If the fault can be repaired without replacement, Neko Australia will undertake to repair the tub and cabinet free of charge.