

Important Information

- Proof of Purchase is necessary to claim.
- The warranty only applies to the original owner and is not transferable.
- Fienza will not be liable for any loss or damages caused by a defective product, only the product itself.
- Product must be installed by a licensed tradesman. Failure to do so voids warranty.
- Product must be installed according to manufacturer's instructions. Failure to do so voids warranty.
- These extended warranties are only available on products purchased after 1st May 2012.
- Do not store Oxidising Chemical inside vanity cabinets (it can cause mixer hoses to burst).

Exclusions

To the fullest extent permitted by law, Fienza excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage. Fienza will not be liable to bear the expense of claiming the warranty (i.e. time off work, postage, etc).

Returns

All goods are to be checked for faults or damage within 48 hours of being received. You will waive any claim for shortage and/or breakages of any goods delivered if you do not lodge a claim in writing (email accepted) to Fienza within 48 hours of receiving goods. Fienza cannot offer warranty/replacement products after the initial faulty product has been installed.

All breakages or product shortages will not be recognised if deliveries are made by a third party organised by the retailer. Claims for shortages or damages will not be accepted if deliveries occur between the retailer and the customer. It is the responsibility of the retail store to ensure all products are checked for damage/quantity and correct items before they are delivered to the consumer.

Our Warranty Service

How do I claim warranty?

Contact the Store from which the product was purchased. Or, if for some reason you cannot get into contact with the store you may contact us at Fienza (07) 3490 6700.

Please note you may be asked for both your invoice from the store and the invoice from your licensed installer.

Australian Consumer Law Guarantee

At Fienza we pride ourselves on supplying products of a high standard. We aim to give the end user peace of mind and confidence in our products, and so our warranty periods are extremely competitive.

"Our goods come with guarantees that cannot be excluded in 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."

Return of goods due to incorrect or cancelled orders will incur a 20% restocking fee plus the cost of the return freight to Fienza. Return of goods to Fienza due to incorrect or cancelled orders is the responsibility of the purchaser at their expense. Credits will not be applied for any goods returned to Fienza that are not in original packaging and saleable condition.

Fienza reserves the right to refuse or reduce customer credits for specialised orders.

If your Fienza representative collects your returned goods, the customer will not need to pay for return freight, but is still liable for the 20% restocking fee. Please note that this excludes any large items or non-metro locations.

What will Fienza do to fix a problem?

This will depend on the problem with the product. Fienza will do one of the following:

- Replace the faulty product.
- Arrange a licensed service agent to repair or replace the product.
- Arrange a Refund with the store from which you purchased the product (only in the case of major failure and within the warranty period). Please note in order to receive a refund, the product (with Major Failure) needs to be returned to either Fienza or the store where the product was purchased.

Warranties for Domestic Use

At Fienza pride ourselves on supplying products of a high standard. Our warranty periods are extremely competitive and practically designed to give the end user peace of mind. The extended warranties below apply to domestic uses and applications of Fienza® products, such as private dwellings and retirement villages.

1 INSTALLATION IS ACCEPTANCE OF GOODS	
PRODUCT	WARRANTY TERM
VANITY CABINETS & TALL BOYS	1 YEAR Labour for product fault. Does not include door and drawer adjustment. Does not include instances where faulty / damaged goods have already been installed, or mixer leak / burst hose has caused damage to cabinetry.
Vanities & Tallboys – CABINET only	5 YEARS replacement parts or product
Handles, Legs, Drawer Runners	5 YEARS replacement parts
VANITY TOPS	1 YEAR Labour for product fault. Does not include instances where faulty / damaged goods have already been installed.
Ceramic Basin-tops	5 YEARS replacement product
Artificial Marble Basin-tops	5 YEARS replacement product
Solid Surface Basin-tops	5 YEARS replacement product
Hardwood Timber Tops	1 YEAR replacement product
Stone Tops	5 YEARS replacement product
Mambo Tops	5 YEARS replacement product
MIRRORS	No Labour included in warranty.
Mirror Cabinets – DOORS only	1 YEAR replacement parts or product
Mirror Cabinets – CABINET only	5 YEARS replacement parts or product
Bevelled & Pencil Edge Mirrors	1 YEAR replacement parts or product
BASINS	1 YEAR Labour for product fault. Does not include warped / faulty / damaged products that have already been installed.
Ceramic	5 YEARS replacement parts or product
Cast Stone – Structural Integrity	25 YEARS replacement product
Cast Stone – Finish	5 YEARS replacement product or repair
TOILET SUITES	1 YEAR Labour for product fault. Does not include warped / faulty / damaged products that have already been installed.
Ceramics	5 YEARS replacement parts or product
Internal system (valves)	3 YEARS replacement parts. 1 YEAR Labour
Seat and Hinges	1 YEAR replacement parts or product
Link and Flush Pipes	1 YEAR replacement parts or product
Button Assembly	1 YEAR replacement parts or product
Note:	Parts subject to wear and tear ie. seals and rubbers are not covered by Warranty

BATHS	No Labour included in warranty.
Cast Stone – Structural Integrity	25 YEARS replacement product
Cast Stone – Finish	5 YEARS replacement product or repair
Acrylic – Structural Integrity	10 YEARS replacement on bath shell
Adjustable Legs and Frame	5 YEARS replacement parts
Overflow Kits	1 YEAR replacement parts
Wastes	1 YEAR replacement parts
MIXERS (Not including Floor-standing mixers)	Does NOT include parts subject to wear and tear, Jumper Valves, Washers, O-Rings.
CITANI ECO ELEANOR EMPIRE HUSTLE ISABELLA & DELUXE JET KEETO KOKO LILLIAN (sink mixers) LINCOLN LOOP LUCIANA OVALIE STELLA CARE	15 YEARS labour on ceramic disc cartridges 15 YEARS ceramic disc cartridges replacement parts 15 YEARS replacement parts or product 5 YEARS replacement coloured finishes 1 YEAR labour on coloured finishes
OTHER FLOOR-STANDING COIL MIXERS	Does NOT include parts subject to wear and tear, Jumper Valves, Washers, O-Rings.
CHLOE MARY EMPIRE Floor-standing JET Floor-standing ISABELLA Floor-standing MAXIS Coil ORPHEUS Coil SHILO Coil	15 YEARS ceramic disc cartridges 5 YEARS replacement parts or product 1 YEAR labour
TAPWARE	
HOUSTON ISABELLA LAREDO LILLIAN (tapware only) MICHELLE	5 YEARS ceramic disc cartridges 5 YEARS replacement parts or product 1 YEAR replacement coloured finishes 1 YEAR labour

SHOWERS / BATH OUTLETS / ACCESSORIES	No Labour included in warranty.
Shower Heads & Arms	15 YEARS replacement parts or product
Shower Rails	15 YEARS replacement parts or product. MULTIFUNCTION Rail Showers include 1 YEAR labour.
Shower Hoses	1 YEAR replacement parts or product
Bath Outlets	15 YEARS replacement parts or product
Coloured Finishes	5 YEARS replacement coloured finishes
Accessories	5 YEARS replacement parts or product
SPARE PARTS	No Labour included in warranty.
Pop-up Wastes	1 YEAR replacement parts
Floor Grates	1 YEAR replacement parts
All Others	1 YEAR replacement parts