



Argent Australia Warranty Information – Villeroy and Boch

AUSTRALIAN WARRANTY

Argent Australia Pty Ltd ('Argent') warrants that the following products manufactured by Argent, the brands that Argent represents, and supplied in Australia by Argent or an authorised Argent supplier will be free from defects in materials and workmanship for the following periods (see Warranty Periods) from the date of purchase.

Argent will rectify free of charge for parts and labor any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the following Warranty Conditions. Labor exclusions apply to selected items.

The benefits offered by this warranty are in addition to your rights and remedies under the Australian Consumer Law. Our goods 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.

HOW TO MAKE A WARRANTY CLAIM

To claim under this warranty:

- contact either Argent or the authorised Argent supplier from whom the product was purchased ('the Supplier');
- provide proof of purchase (such as a copy of the purchase receipt) at, or prior to, the inspection of the product by Argent or the Supplier;
- provide to Argent or the Supplier all known relevant details of the model, finish and nature of the problem to assist with the identification and rectification of any fault;
- make an arrangement with Argent or the Supplier to have the product inspected at the location where the product was delivered or installed, or to have the product returned to the place of purchase for inspection by Argent or the Supplier, during the warranty period.

Argent provides service calls within metropolitan regions and also within the normal operating areas of the nearest authorised Argent supplier, using Argent or its nominated Service Agent. This service is conditional on being provided during normal working hours of Argent or its nominated Service Agent. Where service calls are unavailable then arrangements for repair or replacement of product will be at the discretion of Argent. Argent reserve the right to request return of faulty products for inspection. Argent reserves the sole right to determine whether a product contains any defects in materials or workmanship covered by this warranty.

WARRANTY CONDITIONS

COSTS

Argent will bear any expenses incurred for claims under this warranty, excluding:

- any costs incurred by Argent or its nominated Service Agent (including the cost of any service call) due to you incorrectly identifying the product or nature of the problem or being absent for a mutually agreed appointment;
- any and all travel costs and expenses incurred or charged by Argent or its nominated Service Agent in connection with any inspection of the product outside metropolitan areas or outside the normal operating areas of the nearest authorised Argent Supplier.

Any claim for expenses incurred in making a claim under this warranty should be sent to Argent in writing (see Contacts).

EXCLUSIONS

This warranty is for normal domestic and commercial use only and does not cover:

- any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation or other alterations or modifications which affect the reliability or performance of the product not attributable to a defect in materials or workmanship;
- any defects or injury caused by or resulting from products installed in a way that was contrary to the manufacturer's requirements or guidelines, installation or maintenance terms, or any applicable national, state or local Standards, or regulatory requirements;
- damage to finishes by epoxies, adhesives or sealants;
- the effects of poor water quality or chemicals which will affect the longevity of the product;
- defects or injury caused by or resulting from installation of product in situations outside of the Australian Standards for plumbing installation;
- any defect or injury caused by an act, default or omission of, or any representation made by, any person other than Argent or an employee or agent of Argent;
- any damage or loss to products caused during transit for service, where that transit has not been arranged by Argent or one of its authorised agents;
- installation or tiling costs incurred after the installation of products containing obvious or visible manufacturing faults;
- any remote controls supplied with the product if it is found the remote control has been exposed to extended periods of time under water;
- the surface finish of any product used outdoors beyond a period of 12 months.

WARRANTY PERIODS

VILLEROY & BOCH

| SANITARYWARE | WARRANTY PARTS | WARRANTY LABOUR |
|--|----------------|-----------------|
| Ceramic toilets and basins | 5 years | 2 years |
| Toilet seats and seat hinges | 10 years | Nil |
| Toilet flushing mechanisms (excluding seals & washers) | 3 years | 1 year |
| Toilet seals and washers | 1 year | Nil |