



# RETURNS AND WARRANTIES

Our extended warranties only apply to faults or defects which have arisen solely from faulty materials or workmanship in the Products and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, installation damage, installation that does not follow the companies recommendations, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions, including excessive water temperature, or neglect of any kind of the Products. Any changes to the Product as supplied. Repairs of the Products other than by a Decina accredited or licensed service agent or technician are not covered.

This extended warranty for the Products commences from date of purchase.

In addition to this extended warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted or modified, this extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

To make a warranty claim, the following documentation must be either faxed or attached to the [Decina Warranty Claim](#) page:

- Proof of purchase (original invoice from the supplier)
- Details of the warranty claim including the date of installation, installers details and head contractors details, the date the issue has been found
- Your contact details

If the Product has not been installed, please contact Decina for their authorised agent to inspect the Product. If the claim is accepted the Product can be returned with the Proof of Purchase (POP), to the place of purchase or Decina will arrange a collection and replacement. Note: The extended warranty only applies to the original owner and is not transferable.

Should any warranty claim be made and attended to by a Decina authorised Service Agent and that in the opinion of the Service Agent or Decina, the problem was from faulty installation or use of the Products in conjunction with Products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which Decina is responsible.

Decina Bathroomware Pty Ltd reserves the right to charge a service fee for each service staff attending the premises where Products have been installed.

As part of Decina's commitment to continuous improvement, Decina reserves the right to make changes to its Product at any time.

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 goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

**Note** – The Warranties above apply only to products shown on this website. Other products manufactured by Decina may have different warranty arrangements.



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Includes pressed metal baths, shower screens, shower walls, spa bath pumps, jets and fittings.\*



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Includes spa bath overflows, wastes and headrests.\*



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Includes all acrylic baths manufactured by Decina except freestanding baths, and spa bath shells.\*



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Includes freestanding baths, shower bases, spa bath shells and pipework.\*

**Decina National Office**

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