

# Terms and Conditions

## 10 YEAR WARRANTY

Avenir manufactures and imports high quality products that we are very confident will last for many years, well exceeding our warranty. Avenir provides for a 10 year warranty in addition to your Consumer Guarantees under the ACCC, with some exclusions as follows:.

- **Installation Labour:** Labour required to remove and re-install any product, is covered for the first 12 months only.
- **Serviceable Parts:** Serviceable parts like pump dispensing mechanisms, electrical timers and transformers, are covered for the first 12 months only.
- **Special Finishes:** All finishes, including painted, electroplated or PVD are covered for 2 years. This excludes "Living Finishes" like raw brass or copper, which, by their nature will change over time, cannot be warranted.
- **Installation Issues:** Our warranty explicitly excludes installation issues - if you need assistance installing any Avenir product, we would be happy to provide assistance over the phone, however we are not able to assist onsite.

## DELIVERY

At AVENIR we keep significant stock levels of all our products in either a Ready to Ship or in a Final Assembly to Order state. This means that for most orders, we are able to ship the entire order within 3-5 days.

Exceptions to this are:

- Items with a special finish (brushed, painted or electroplated)  
Please allow 3-6 additional weeks
- Custom made items such as cut to size towel rails.  
Please allow 2 additional days
- Large quantity project orders  
Please allow us to quote

## RETURNS

When you buy an Avenir product, we want you to be completely satisfied with your purchase.

If, for any reason, you would like to return an item that has been purchased online or in-store, we will happily accept it for a credit, return or exchange (excl. shipping and handling fees) within 3 months of your delivery date, as long as it's in a saleable condition, in its original packaging and hasn't been installed.

Please bare in mind, the following items cannot be returned under any circumstances, so please make sure before ordering:

- Items with a special finish (brushed, painted or electroplated)
- Items that have been modified from standard (Eg cut to size towel rails)
- Heated towel rails converted to plug-in models
- Non-heated towel rails

Note: If Avenir is required to collect returned items, we will charge the freight costs incurred, unless the items is being returned as a result of an Avenir fault – such as product fault or order error.