Harmony Sanitaryware Quality Guarantee Bassini Care

The quality product you have bought from the distributor of Harmony sanitaryware is covered by a replacement warranty and a 12-month warranty over spare parts and labour.

Should a fault be detected in the manufacture, the material or the assembly of the product, we will replace it or repair it free of charge during the warranty period.

This document sets out the details of the various warranties, the conditions covering replacement and repair, and your obligations should a manufacturing defect be found.

Warranty Periods

The following table outlines the warranties on Harmony sanitaryware products installed in normal domestic residential situations.

Harmony Sanitaryware Component	Warranty	Comments
Vitreous china pan	5 years	5 years replacement parts or product, 1 year labour
Vitreous china cistern	5 years	5 years replacement parts or product, 1 year labour
Concealed in-wall cistern	3 years	3 years replacement parts or product, 1 year labour
Seat	1 year	1 year replacement parts or product, 1 year labour
Valves	1 year	1 year replacement parts or product, 1 year labour
Push Buttons	1 year	1 year replacement parts or product & 1 year labour

The reference to labour in the table means that we will pay for the labour to replace or repair the product within one year of its purchase. If a failure occurs after one year, we will supply replacement products or parts only.

(Commercial installations such as public buildings, schools, hotels and places of high public use, are covered by a one year replacement parts or product warranty & a 1 year labour warranty, and all other conditions in this document apply.)

Proof of Purchase

You must provide proof of purchase of the goods before the warranty is activated. Proof of purchase may consist of a tax invoice from the distributor from whom the goods were purchased, a purchase receipt or a builder's handover document.

Before making a claim

If you suspect the product is faulty in some way, you should contact the distributor from whom the product was purchased. The distributor will inspect the goods and will authorise a replacement of the goods or repairs to be carried out by a licensed tradesperson of the distributor's choosing. Under no circumstances should you arrange to undertake repairs without the authority of the distributor.

The warranty begins on the day the product was purchased. In addition, the warranty applies to the original purchaser of the goods only, and is not transferrable.

Warranty Conditions

The warranty applies only when the following conditions are fully met:

- The product has been installed by a licensed plumber in accordance with the relevant national and/or state plumbing codes and any other relevant regulations or standards applicable to the product's installation
- The product has been installed in accordance with the manufacturer's instructions
- Proof of purchase is provided
- The failure of the product is due to a manufacturing or assembly defect

The warranty expressly **excludes** the following:

- Improper or unsuitable use
- Incorrect installation
- Normal wear and tear, especially to seals, rubbers and washers
- Inadequate or no maintenance
- Chemical, electro-chemical or electrical influences
- A failure to follow the manufacturer's cleaning guidelines
- Where abrasives such as scouring compounds, scouring pads, steel wool or harsh chemicals have been used

Exclusions

To the fullest extent permitted by law, the manufacturer and distributor of Harmony sanitaryware excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage.

Claim Procedure

For all warranty claims, contact the Distributor from whom the product was purchased. These details can be found on your tax invoice.

Australian Consumer Law Guarantee

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 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.