

Gro Agencies Limited Product Warranty information

Warranty Claims

To make a warranty claim, please contact your place of purchase or contact Gro Agencies for the Warranty/Service application form. The warranty/service form must be completed and returned to Gro Agencies by email, once received by Gro Agencies your request will be assessed and you will be contact by Gro Agencies or an authorised representative of Gro Agencies.

To make a warranty claim you must be the original purchaser of the product and be able to provide relevant proof of purchase such as an invoice from an authorised Gro Agencies reseller/retailer. Should the claim be for a product supplied by a builder for a commercial/residential project then handover documentation will be required as proof of purchase.

If the product has not been installed, it should be returned to the place of purchase if considered practical.

Warranty Terms Effective from 1st November 2021

TECE	Warranty	Labour
In Wall Cistern - tank/shell	10 Years	NIL
TECE Outlet Valve	2 Years	2 Years
TECE Inlet Valve	2 Years	2 Years
Flush Button - Manual	2 Years	Nil
Flush Button - TECElux/TECElux Mini/TECESolid E	2 Years	1 Year
Flush and Waste pipe connections	Nil	Nil

Inda	Warranty	Labour
Bathroom Accessories	2 Years	Nil
Bathroom Furniture	2 Years	1 Year
Bathroom Mirrors	5 Years	Nil
Magnifying Mirrors	2 Years	Nil

NDW	Warranty	Labour
Hand Pieces - Chrome	5 Years	Nil
Hand Pieces - Matte Black, Brushed Nickel	3 Years	Nil
Over Head Showers - Chrome	5 Years	Nil
Over Head Showers - Matte Black, Brushed Nickel	3 Years	Nil
Shower Rails - Chrome	5 Years	Nil
Shower Rails - Matte Black, Brushed Nickel	3 Years	Nil
Shower Hose - all finishes	1 Year	Nil

Gro Agencies Products	Warranty	Labour
Spheric Hand Piece - Matte Black, Brushed Nickel	3 Years	Nil
Spheric Over Head Shower - Matte Black, Brushed Nickel	3 Years	Nil
Shower Hose - all finishes	1 Year	Nil
Combination Rail - Matte Black, Brushed Nickel	3 Years	Nil
Shower - Arm Wall, Ceiling	1 Year	Nil
Universal Push Pop Waste	1 Year	Nil
Bottle Trap	1 Year	Nil

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Ceramics	Warranty	Labour
Kerasan - Toilets Ceramic (BTW, Pedestal and Wall Hung)	5 Years	1 Year
Kerasan - Toilet Mechanisms	2 Years	1 Year
Kerasan - Basins	5 Years	1 Year
Kerasan - Toilet Seats	3 Years	Nil
Designo Ceramica - Basins	5 Years	1 Year
Ceramica Galassia - Basins	5 Years	1 Year
Ceramica Galassia - Structures	3 Years	Nil
Ceramica Galassia - Wastes	1 Year	Nil
Cai and Faith Toilets - Pedestal pans	2 Years	1 Year
Cai and Faith - Toilet Seats	2 Years	1 Year

Tapware	Warranty	Labour
Frattini - Finishes Chrome	5 Years	2 Years
Frattini - Finishes other than Chrome	3 Years	2 Years
Frattini - Cartridges	5 Years	2 Years
Frattini - Flexible Connections (hoses)	1 Year	Nil
Tapware	Warranty	Labour
Graff- Finishes Chrome	5 Years	2 Years
Graff - Finishes other than Chrome	3 Years	2 Years
Graff - Cartridges	5 Years	2 Years
Graff - Flexible Connections (hoses)	1 Year	Nil

Warranty Conditions

The warranty of the products listed below are valid to the person who acquires the product from an authorised Gro Agencies reseller/retailer for their own use and not for resale or resupply. The warranty is only offered to goods purchased in Australia from an authorised Gro Agencies reseller.

Where the product is covered by a parts and labour warranty, the warranty covers the cost to replace the defective part and the labour required to install the defective part by a Gro Agencies authorised service plumber.

Where the product is covered by a replacement part warranty, Gro Agencies will supply the replacement part only and it is the responsibility of the consumer to install the replacement part.

Warranty or Service Fee

A claim for a product that has a manufacturing fault where labour is included, Gro Agencies will cover the cost to replace the faulty part. This does not include any subsequent costs for further work required to access the product, removal of other items and replacement to access the product covered under warranty.

Should a Gro Agencies representative determine the claim for a 'warranty' is not a manufacturing fault Gro Agencies reserves the right to charge a service fee of \$150 inc gst plus any costs required to resolve the issue. Product failures caused by incorrect installation are not covered by our warranty terms. Gro Agencies reserves the right to charge the service fee of \$150 to rectify products installed incorrectly.

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Warranty Commencement Date

The warranty commences from the invoice date as purchased from a Gro Agencies authorised reseller/retailer.

Consequential Loss

To the extent permitted by law, Gro Agencies will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures, or any other consequential loss of any kind by any defect in the product.

Warranty Service Network

Gro Agencies has a selected number of authorised service agents throughout most metropolitan areas. Where a warranty claim is made for regional area greater than 50km from the centre of the metropolitan area, the customer is responsible for the cost of the authorised service agent to resolve the warranty issue unless agreed in writing with Gro Agencies. Gro Agencies will supply parts for the warranty according to the warranty terms.

Warranty Exclusions

1. The customer's inability to provide proof of purchase or similar documentation.
2. The products have not been installed by a licensed plumber and/or electrician in accordance with the manufacturer's recommendations.
3. The products have not been installed according to National Plumbing Code or local government regulations.
4. The products have not been installed according to manufacturer's installation instructions/recommendations.
5. Static water pressure exceeding 500kpa and/or water temperature that exceeds manufacturers recommendations. Please note AS/NZS3500.1-2003 (clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within the building for new installations.
6. Fitting of third-party devices to outlets such as water filters to the tapware outlets
7. Fair wear and tear of working parts/consumables including washers, seals, aerators, inlet and outlet washers for toilet cisterns.
8. Products use for incorrect applications.
9. Water leaks or damage caused by inadequate cleaning or flushing of the system during the installation process. This also includes damaged caused by poor/contaminated water supply (includes tank water) which may result in soil, silt and debris found inside the working parts which in turn cause the water leak or damage to the product.
10. Failure to adequately maintain the product by regular cleaning the aerator and/or water outlet points such as shower heads and aerators.
11. Damage to the finish/surface of the product caused by incorrect cleaning products such as abrasive cleaners.
12. Damage to the product during installation
13. Damage to the product due to misuse as determined by a Gro Agencies representative
14. Failure to observe the care and cleaning recommendations as supplied by the manufacturer.

Toilet seats

A toilet seat that comes loose with continued use is not covered by the Kerasan/Cai/Faith warranty. All toilet seats under normal usage may come loose after a period and require tightening. A loose toilet seat may also cause the soft close mechanism if fitted to fail. The toilet seat can be tightened by removing the seat and fixing cover and tightening the screw.

Ceramics

Ceramics by their very nature are not manufactured to exact specifications, manufacturers allow some tolerances in measurements and the finish of the surface. Large pieces of ceramic are also subject to bowing, again bowing is part of the manufacture's tolerance should you believe the bowing is excessive and greater than 10mm over a 1000mm length then please contact Gro Agencies.

In wall cisterns

All TECE in wall cisterns and flush buttons are supplied with installation instructions and are provided to ensure best possible installations, should the installation instructions not be followed, Gro Agencies reserves the right to charge a service fee to resolve installation issues.

NDW Showers

NDW showers have a 5-year replacement warranty as per the table above, the replacement part is supplied at no cost but is the responsibility of the homeowner to install.



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Tapware

All tapware must be installed according to manufacturer's installation recommendations and AS/NZS 3500, failure to comply will void all warranty. Please note maximum water pressure from either the hot or cold supply must not exceed 500kpa, if the pressure exceeds 500kpa a water pressure reducer must be installed.

Victoria & Albert

Visit <http://vandabaths.com/aus/australasia/product-registration/> for all product guarantee information.

Credit Return Policy

Before any item is returned a CRN (credit return number) must accompany the items being returned. NO CRN NO CREDIT. A CRN is available by emailing info@groagencies.com.au Gro Agencies reserves the right to refuse applications for credit returns. Restocking Fees for Credit Returns may apply, contact Gro Agencies for more information.

Your Statutory Rights – Australian Warranty

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.

Gro Agencies contacts

Email info@groagencies.com.au

Phone 08 9446 3288