DECINA

DISCOVER INDULGENCE

WARRANTIES, RETURNS & CREDITS

Please note: Installation is acceptance of goods. If product is incorrect or damaged, Decina must be notified in writing before installation takes place. If installed with a fault present, warranty is limited to replacement only no labour.

Decina offers a comprehensive extended warranty on all products. Decina's warranty applies only to defects which have arisen through faulty workmanship or materials.

- Proof of purchase is necessary to claim
- The warranty only applies to the original owner and is not transferable
- Decina will not be liable if products have been altered or modified by external parties
- Decina will not be liable if products are not installed in accordance with Decina's installation instructions
- Decina will not be liable if products are not installed by a qualified trades person
- Decina will not be liable if products are damaged through misuse, accidents, neglect or harsh environmental conditions
- The warranty excludes damages discovered after installation
- All goods should be checked for faults or damage within 48 hours of being received. Claims must be lodged with photographic evidence, within 48 hours of receipts of goods.

Decina's warranty liability covers replacement product or credit to equal value of the purchase and **EXCLUDES** any consequential damage occurring from the products application or use. It is the installer's responsibility to remove and replace the product; a contribution may be given of up to $500 including GST upon receiving a detailed quotation.

Exclusions include to the fullest extent permitted by law. Decina excludes all liability for damage or injury to any person, damage to any property, any indirect consequential or other loss or damage.

WARRANTY CLAIMS

To lodge a warranty claim, please complete the Warranty Claim Form found at *decina.com.au/warranty-claim* or send an email with all documentation required to *services@decina.com.au* including:

- Proof of purchase from retailer
- Details of the warranty claim including date of installation, installer details, and description of product fault
- Your contact details including address where product is currently located or installed, email address, mobile and home phone numbers
- Photographic evidence of product fault (include close up and an overall image to ascertain product fault) – one image will not warrant claim

For all service and warranty related enquiries please call 1300 332 462.

WHAT DECINA WILL DO TO FIX THE PROBLEM:

You will be contacted within 5 working days or earlier depending on the problem with the product, Decina will do one of the following:

- Arrange for the product to be inspected by a Decina representative to verify the fault. Please note a call out fee of $120 including GST may be charged if not deemed a product fault
- Arrange replacement parts of the faulty product
- Arrange replacement of faulty product
- Arrange for a licensed service technician to repair or replace the product
- Arrange a refund with the store that you purchased the product from. Only in the case of major failure within the warranty period and in order to receive such refund the product must be returned to place of purchase or Decina's warehouse.

RETURNS & CREDITS

All goods should be checked for faults or damage within 48 hours of being received. Returned goods will only be accepted within 90 days from date of purchase.

All breakages and or damage to products will not be recognised if deliveries are made by a third party. Claims will not be accepted if goods have been delivered between retailer and the customer.

It is the responsibility of the retailer to check for quality, damage or breakages prior to delivery to customer.

Return of goods due to incorrect or cancelled orders will incur a minimum 20% restocking and handling fee with special orders non-returnable. Prior to acceptance of any goods for credit, confirmation must be received in writing with photographic evidence that shows the product is in original packaging and in resalable condition. All products returned for credit must be returned at the customer's own risk and expense. In the event that the original packaging is damaged and the product is rendered unresalable due to this, we reserve the right to decline the return.

To return a product/credit claim, please fill out the on-line form at *decina.com.au/credit-claims* or email the customer service team on *services@decina.com.au*

WARRANTY CONDITIONS

Decina offers a comprehensive extended warranty on all products (page 63). Decina warranty applies only for defects which have arisen through faulty workmanship or materials and does not apply to products which have been altered or modified by external parties, are not installed in accordance with installation instructions by a qualified tradesman or damage which occurs through misuse, accidents, neglect or harsh environmental conditions. The warranty **EXCLUDES** damages discovered **AFTER** installation. When goods are received they should be checked for damage or faults and any claims lodged with photographic evidence, within 48 hours.

Decina's warranty liability covers replacement product or credit to equal value of the purchase and **EXCLUDES** any consequential damage occurring from the products application or use. It is the installer's responsibility to remove and replace the product; a contribution may be given of up to $500.

SERVICE/WARRANTY CLAIMS

To log a warranty claim, please complete the Warranty Claim Form found at *decina.com.au/warranty-claim/* or email *services@decina.com.au*

Please ensure you attach the following documents:

- Proof of purchase (original supplier invoice)
- Details of the warranty claim (include date of installation, installer details, head contractors details and date the issue was found)
- Your contact details

For all service and warranty related enquiries please call 1300 332 462.

MINIMUM ORDER VALUE

Orders under $350 will incur a freight charge of $45.

ORDERING SPA BATHS

All spa baths are made to order on receipt of a spa order form. Please download your spa bath order form from *decina.com.au.*

Select your desired Spa Bath Model > Print the 'Information Sheet' > Fill out the Spa Order Form on the reverse (we recommend filling the form out with your customer and qualified spa bath installer). To ensure all details have been interpreted correctly we advise the customer signs the order form.

Please email the completed Spa Bath Order Form to your Decina Customer Service Advisor/your state office (contact details overleaf).

Please allow 20 working days for completion and dispatch of your spa bath.

WARRANTY PERIODS

Decina offers the following comprehensive warranties from the date of purchase on all relevant products materials and manufacturing. Decina pride ourselves on supplying products of a high standard.

The following extended warranties include domestic use installations only. Commercial use installations have a one year warranty.

Warranty terms and conditions apply, for full details visit *decina.com.au*

BASINS	WARRANTY
Basins (premium vitreous china)	10 years replacement product or parts/1 year parts & labour
Plug & Waste (replacement only)	1 year
Overflow Rings (replacement only)	1 year
BATHS & SPA BATHS	**WARRANTY**
Decina-manufactured Acrylic Inset Baths & Shower Baths (excl free standing spa baths)	15 years replacement product or parts/1 year parts & labour
EZI Frames/Base Support Frames/EZI Feet	15 years replacement product or parts/1 year parts & labour
Freestanding Baths	10 years replacement product or parts/1 year parts & labour
Spa Bath Shells & Pipe-Work	10 years replacement product or parts/1 year parts & labour
Pressed Metal Baths	5 years replacement products or parts/1 year parts & labour
Spa Bath Pump	5 years replacement product or parts/1 year parts & labour
Spa Bath Jets/Fittings	5 years replacement product or parts/1 year parts & labour
Bath Wastes & Overflow Kits	1 year replacement product or parts
Bath Headrests	1 year replacement product or parts
Bath 40mm Pop-Up Removable Waste (WA001)	1 year replacement product or parts
SHOWER SCREENS/SYSTEMS	**WARRANTY**
Shower Bases	10 years replacement product or parts/1 year parts & labour
Shower Walls	5 years replacement product or parts/1 year parts & labour
Shower Screens/Panels	5 years replacement product or parts/1 year parts & labour
Shower Seals, Rollers & Handles	1 year replacement product or parts
TOILETS & IN-WALL TOILET SYSTEMS	**WARRANTY**
Smart Toilet - *(Cisterns & Vitreous China Toilet Pans)*	10 years replacement product or parts/1 year parts & labour
Smart toilet Seat assembly (Bidet / Electrical component)	3 years replacement product or parts/ 1 year seat only parts
Toilet Suites *(Cisterns & Vitreous China Toilet Pans)*	10 years replacement product or parts/1 year parts & labour
Toilet Inlet & Outlet Valve Washers	1 year replacement product or parts
Toilet Suite Button Assembly	1 year replacement product or parts
Toilet Seats *(including smart toilet seat only)*	1 year replacement product or parts

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