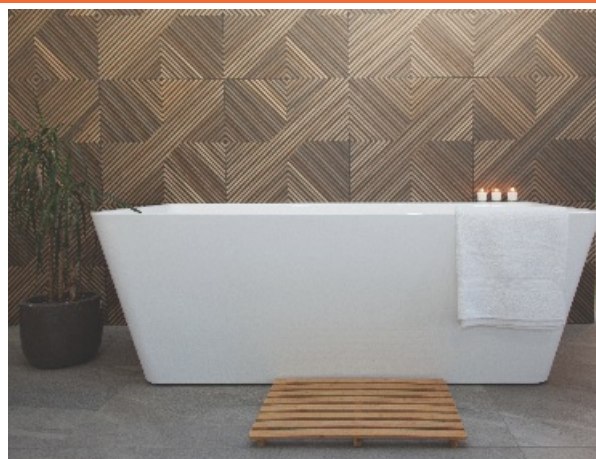


unika

LIVING WITH TILE WAREHOUSE

UNIKA BATHROOMWARE

PRODUCT WARRANTY & CARE



 **tile**
warehouse
for design inspiration

Congratulations on your purchase of a quality UNIKA product!

Tile Warehouse stands by our product so you can feel confident about your purchase decisions.

NB: This Warranty covers UNIKA product only, not the installation.

Disclaimer

Tile Warehouse retains the right to change products and specifications without notice. All measurements are in millimetres and are nominal only. We do not refund if you change your mind. If the goods are faulty, however, we will meet our obligations under the Consumer Guarantees Act.

We take no responsibility for product failure caused by rough handling, incorrect use or mishandling.

Non Stock Items

Products purchased by indent order take longer to deliver and once ordered the supply cannot be changed.

Warranty

The following warranties apply to UNIKA products supplied to customers in New Zealand. Subject to the warranty conditions, in addition to any other right or remedy that the purchaser may have under any relevant consumer protection legislation, we undertake to either repair or replace (at our discretion) any UNIKA product if that product contains a material defect with either materials or workmanship which arose in the course of manufacture.

It is important that the UNIKA material is inspected prior to installation to ensure it is the correct product and is in good order.

RESIDENTIAL WARRANTY		
Product	Part	Warranty
BATHS	ALL	• 10 years
BASINS	CERAMIC BASINS	• 5 years
	BASIN WASTES	• 1 year
TOILET SUITES	CERAMIC TOILET BOWL	• 5 years
	R&T INTERNAL SYSTEM	• 3 years
	COVER SEAT & HINGES	• 1 year
	LINK & FLUSH PIPES	• 1 year
	BUTTON ASSEMBLY	• 1 year

COMMERCIAL WARRANTY			
Category	Range	Warranty# (years)	Details
Mixers	ALL	5/1/1/1	<ul style="list-style-type: none"> • 5 years Ceramic disk cartridges - parts only; • 1 year replacement product or parts; • 1 year labour; • 1 year - Pull down/out hoses, Spray heads;
Tapware	ALL	5/1/1	<ul style="list-style-type: none"> • 5 years replacement product or parts; • 1 year for jumper valves and ceramic disk spindles; • 1 year labour excluding jumper valves;
Outlets	ALL	1	<ul style="list-style-type: none"> • 1 year replacement of product or parts;
Showers	Shower on rail	1	<ul style="list-style-type: none"> • 1 year replacement of product or parts;
	Shower Arm & Head		
	Combo Shower Sets	1/1	<ul style="list-style-type: none"> • 1 year replacement of product or parts; • 1 year labour;
Accessories	ALL	1	<ul style="list-style-type: none"> • 1 year replacement product or parts only;
Basins	ALL	1	<ul style="list-style-type: none"> • 1 year replacement only;
Sinks	ALL	10/1	<ul style="list-style-type: none"> • 10 year replacement product or parts; • 1 year replacement for accessories & spare parts;
Laundry Tub & Cabinets	ALL	10/1	<ul style="list-style-type: none"> • 10 year replacement product or parts; • 1 year replacement for accessories & spare parts;
Toilets	ALL	1/1/1/1	<ul style="list-style-type: none"> • 1 year replacement parts & products on Ceramics; • 1 year on all cabinet's internal mechanisms; • 1 year replacement on toilet seat; • 1 year labour;
Heated Towel Rail	ALL	1	<ul style="list-style-type: none"> • 1 year replacement of products and parts only;
Shower Screens	ALL	1	<ul style="list-style-type: none"> • 1 year replacement of products and parts only;
Coloured Finishes	ALL	1	<ul style="list-style-type: none"> • 1 year replacement;
Spare Parts	ALL	1	<ul style="list-style-type: none"> • 1 year replacement products and parts only;

Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product or part runs from the date of original purchase.

***Warranty Conditions All warranties are subject to the following conditions:**

- (1) Proof of purchase (such as invoice or receipt) must be provided by the initial purchaser. The warranty is not transferable.
- (2) All installation instructions must have been strictly followed and the product must have been installed in accordance with the relevant New Zealand Building/Plumbing Codes by a certified building or plumbing practitioner (as appropriate for the product).
- (3) The product must not have been subject to excessive wear and tear. The warranty only covers normal use and typical wear and tear.
- (4) The product must not have been tampered with or repaired in any way other than in accordance with this warranty.
- (5) The product must not have been damaged by misuse, accident or neglect, including water damage, sunlight, excessive water temperature, humidity, direct lighting or other adverse environmental conditions.
- (6) Harsh detergents or abrasive cleaners must not have been used on the product and the product must be cleaned in accordance with the recommended cleaning methods.
- (7) Tile Warehouse shall not be responsible for the cost of removal or installation of the product.
- (8) Tile Warehouse shall make the final determination on any issue or uncertainty regarding the application of this warranty.
- (9) If you acquired the UNIKA product in trade (or some other exception exists under the Consumer Guarantees Act 1993 (the Act)) then the Act shall not apply.

If the above conditions are not met, the warranty will be null and void. Tile Warehouse shall not be liable to the purchaser for any loss, damage (direct, indirect or consequential), cost or expense incurred by the purchaser (including, without limitation, any damage to other products and/or labour costs incurred in the installation, repair or replacement of the product) other than in accordance with the above warranty, under any relevant consumer protection legislation or as consented in writing by Tile Warehouse in advance of the cost being incurred.

Installation Tips

All products must be inspected before installation. Tile Warehouse is not liable for installation costs.

Before installing, always read the installation notes.

Any wall to which a product is fixed must be of suitable construction to support that product's weight.

To assist with future maintenance and cleaning, it is strongly recommended that baths, basins and furniture be fitted to a pre-tiled surface (rather than butting tiles against an item).

Baths must not be put under undue stress which may cause crazing or other damage. Hand-tighten waste only with the correct sealant and contoured waste. Water temperature should not exceed 55°C. Do not drop anything onto a glazed surface.

Cleaning

Use a moist soft cloth, micro fibre cloth or a diluted mild detergent. Never use products containing acids, bleach or caustic soda. Never use cleaners of a gritty, abrasive nature

Tile Warehouse Company Service Claim Form

please return completed form to customer.service@tilewarehouse.co.nz

Service Issue Taken By:		Claim Date:	
Client Name:		Client Phone:	
Site Address:			
Email:			

DETAILS OF ISSUE & PROOF OF PURCHASE DETAILS

Item model:			
Watermark number: (Available on the product)		Purchase Date:	
Copy of invoiced provided?	Y / N	Photo supplied?	Y / N

NATURE OF ISSUE OF ITEM

Action (To be completed by Tile Warehouse Only)
