

# Warranty Details

## KA286...Range of Ceramic Basins

### 1. Warranty

Karmy Pty. Ltd. ("Karmy") warrants that this product is free from defects in workmanship and parts for a period of 5 years from the date of purchase, subject to the terms set out in this document ("Warranty").

### 2. Claiming on the Warranty

If you purchased a Karmy product and wish to claim on the Warranty, you must first contact Karmy at the contact details below and:

- A. provide Karmy with details of the claim on the Warranty;
- B. provide Karmy with proof of original purchase; and
- C. obtain a "Return Number" from Karmy.

Once you have received a Return Number, please securely pack and return the product to Karmy including a copy of the original proof of purchase and the Return Number. Karmy will assess your claim and, if in the reasonable opinion of KARMY the Warranty applies, Karmy will at its own option and cost:

- D. provide you with the same or similar KARMY product; or
- E. repair the product and return it to you; or
- F. refund the price you paid for the Karmy product.

### 3. Exclusions

Except as set out in this Warranty, Karmy is not liable for any other costs and expressly excludes the following:

1. Karmy products which have been improperly installed or fitted;
2. Karmy products which have not been properly maintained in accordance with Karmy's care and maintenance recommendations;
3. Karmy products which have been used in a way or manner not within the scope and limitations of the specifications of the products (including Karmy products which are intended for domestic or residential use but are used in commercial or industrial applications);
4. fair wear and tear;
5. Karmy products which have been modified, altered or repaired without the written authorisation of Karmy;
6. Karmy products which have been subject to accident, abuse, misuse, neglect or damage;

7. defects or deterioration caused to Karmy products from being exposed to corrosives, including vapours, chemicals, abrasive compounds, contamination, pollution, coastal air, salt spray or high humidity that exceed the tolerances as set out by Karmy from time to time or cosmetic imperfections such tea-staining, finish tarnishing or superficial corrosion;
8. Karmy products which have had any of the brands, marks, patented plates, numbers or other information of Karmy on the products defaced or removed; and
9. personal injury, property damage, consequential or economic loss, howsoever caused including any such injury, damage or loss that arises from your continued use of the product after a defect is observed or apparent.

If products are returned to Karmy which, in Karmy's reasonable opinion, do not fall within this Warranty, the products will be returned to you freight-collect or, where freight costs are unreasonably excessive, made available for you to collect.

#### **4. Australian Consumer Law**

The following guarantee applies only to a "consumer" as defined in the Australian Consumer Law:

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 for 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.

#### **5. Contact Details:**

Karmy Pty. Ltd.

63-69 Noone Street, Clifton Hill, 3068

Ph: 03 9482 6400

Fax: 03 9482 6540

### **CARE AND MAINTENANCE**

Clean with damp cloth and warm soapy water.

This product should not be cleaned with abrasive materials e.g. steel wool/scourer. Do not use any corrosive or abrasive cleaning agents containing acids or scouring agents. Bleaches can also discolour products and therefore should not be used. Damage caused by any improper treatment is not covered by the product warranty. Installation or part installation by the purchaser or any person other than a licenced plumber will void any warranty.