

Oliveri Tapware Terms of warranty

Tasman Sinkware Pty Ltd A.B.N. 12 007 551 886 (**Tasman Sinkware**), ensures Oliveri tapware is made to the highest standards for domestic applications.

This warranty is in addition to other consumer rights under Australian law set out in the Competition and Consumer Act 2010 (Act) which includes prescribed requirements for warranties against defects, which are set out in regulation 90 of the Competition and Consumer Regulations 2010.

Oliveri tapware is warranted to be free from manufacturing defects for a period of 15 years: 5 years only (parts & labour) plus an additional 10 years on the cartridge (parts only), when used in a domestic situation. Tapware cartridges sent directly to the consumer are covered by a 5 year warranty.

This means that your Oliveri tapware is warranted to be:

- (a) of acceptable quality – that is, the goods are free from defects and faults and will be of a basic level of quality given the nature and price of the goods and any statement about or description of the goods;
- (b) fit for the purpose or job described by the consumer or that are self-evident;
- (c) match any description or sample given to the consumer whether in promotional material, over the phone, in person, on a website or on labelling or packaging;
- (d) ensure facilities for repair and spare parts are reasonably available for a reasonable period after supply; and
- (e) comply with any express warranty given or made in relation to the goods.

Tasman Sinkware has the right to ask for proof of purchase from the consumer, for example, a receipt, tax invoice or credit record.

Tasman Sinkware is not obliged to provide a refund, credit or exchange if a consumer has:

- (a) changed their mind, decided they no longer want the goods or just don't like them, or found that goods are the wrong size or colour;
- (b) found they can buy the same or similar goods elsewhere for a cheaper price;
- (c) examined goods before buying them and should have seen any fault at that time; or
- (d) had a defect drawn to their attention before they purchased the goods, for example when goods are clearly labelled as seconds or faulty.

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.

This warranty does not cover scratching or normal wear and tear, as these are not manufacturing faults, and may be voided if the product is misused or not installed in accordance with individual installation instructions.

Tasman Sinkware reserves the right to provide a consumer with minor components (eg.-handles, aerators, buttons, dress rings and washers) as parts only to rectify a defect.

Excessive pressure above 600kpa may damage tapware and void the warranty unless Pressure Limiting valves are correctly installed by the consumer. The warranty may also be void if contamination is found in water lines. Fitting spout-attached devices, including water filters, to Oliveri mixers may void the warranty. The storage of chlorine or commercial based cleaning products in cupboard space under the sink may void warranty.

How to make a claim against this warranty on reverse.



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Oliveri Tapware How to make a claim against this warranty

- (a) Contact Tasman Sinkware After Sales Department:
Monday – Friday, 7:30am – 4:45pm (AEST)
Phone: 07 5596 0738
Fax: 07 5527 3353
Email: oliveri@t2services.com.au
- (b) Upon the initial raising of your claim please seek confirmation with a Tasman Sinkware after sales team member if there will be any charges applicable as a result of the nature of your claim or in the instances where travel or postage are contributing factors.
- (c) Provide all necessary personal and contact details relevant to the claim to the after sales team to allow them to further process your claim. These will include the name of the person raising the claim, site address, nominated contact numbers, email address (if available) and a description of the perceived fault.
- (d) A documented proof of purchase in the form of a receipt, tax invoice or credit record is required for any warranty claims made to Tasman Sinkware throughout Australia. This proof of purchase must be received prior to any services being performed or agreed upon and can be sent to Tasman Sinkware by either fax or email. Once received, the full claim is then assessed by the Tasman Sinkware after sales team and all efforts are made to proceed with assisting you with your claim.
- (e) Please be aware that after consideration of what actions are required to rectify your issue, steps may be taken to arrange an inspection of the reported product prior to committing to a final outcome. This will be discussed with you as our valued customer prior to any inspections being arranged to establish a suitable method of doing so.

IMPORTANT: Tasman Sinkware will not be responsible or liable for any fees generated from a non-warranty service agent / technician or licensed plumber that may have been engaged and utilised by the end user prior to a warranty claim being raised or a warranty approved service agent attending the site. Strictly no reimbursement will be offered or considered in these instances without exception. Please note these restrictions when awaiting attendance by the nominated warranty service agent.

Tasman Sinkware reserves the right to alter, or amend this warranty offer in writing at any time.

If a warranty service call finds that the tapware does not have a genuine manufacturing fault, T2 Services Pty Ltd, our warranty service provider, reserves the right to pass on any callout fee to the householder.

Terms of warranty on reverse.

