

# Bette Whirlpool Warranty Information & Notes



## AUSTRALIAN WARRANTY

Bette GmbH & Co ('Bette') warrants that the following products manufactured by Bette and supplied in Australia will be free from defects in materials and workmanship for the following periods from the date of purchase:

- 30 years for baths and finishes on baths;
- 5 years for waste overflow combinations supplied with baths;
- 1 year for Whirlpool Systems (Whirlpool pump/blowers/switches and pipe systems) used in Bette Whirlpool baths.

Bette will rectify free of charge for parts and labor any fault due to a defect in materials or workmanship appearing within the first 2 years of the warranty period subject to the conditions set out below. Bette will also provide replacement parts free of charge if they are required to rectify any fault due to a defect in materials or workmanship appearing within the last 28 years of the warranty period subject to the conditions set out below. Labor is not included in the last 28 years of the warranty period for replacement parts.

The benefits offered by this warranty are in addition to your rights and remedies under 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.

## HOW TO MAKE A WARRANTY CLAIM

To claim under this warranty:

- contact either Argent Australia Pty Ltd ('Argent') or the authorised Argent supplier from whom the product was purchased (collectively referred to as the 'Bette Agent');
- provide proof of purchase (such as a copy of the purchase receipt) at or prior to the inspection of the product by the Bette Agent;
- provide to the Bette Agent all known relevant details of the model, finish and nature of the problem to assist with the identification and rectification of any fault;
- make an arrangement with the Bette Agent to have the product inspected at the location where the product was delivered or installed, or to have the product returned to the place of purchase for inspection by the Bette Agent, during the warranty period.

Bette Agents provide service calls within metropolitan regions and also within the normal operating areas of the nearest authorised Bette Agent, using Argent or their nominated Service Agent. This service is conditional on being provided during normal working hours of the Bette Agent or their nominated Service Agent. Where service calls are unavailable then arrangements for repair or replacement of product will be at the discretion of the Bette Agent. Bette Agents reserve the right to request return of faulty products for inspection. Bette and Argent reserves the sole right to determine whether a product contains any defects in materials or workmanship covered by this warranty.

## COSTS

Bette will bear any expenses incurred for claims under this warranty, excluding:

- any costs incurred by a Bette Agent or their nominated Service Agent (including the cost of any service call) due to you incorrectly identifying the product or nature of the problem or being absent for a mutually agreed appointment;
- any and all travel costs and expenses incurred or charged by Argent or their nominated Service Agent in connection with any inspection of the product outside metropolitan areas or outside the normal operating areas of the nearest authorised Bette Agent.

Any claim for expenses incurred in making a claim under this warranty should be sent to Argent in writing at the address below.

## **EXCLUSIONS**

This warranty is for normal domestic and commercial use only and does not cover:

- any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation or other alterations or modifications which affect the reliability or performance of the unit not attributable to a defect in materials or workmanship;
- the effects of poor water quality and chemical attack which will affect the longevity of the product;
- damages to finishes caused by impacts, external influences, incorrect installation or wrong treatment;
- any modifications other than those indicated in the installation/care instruction documents accompanying the product;
- any remote controls supplied with the product if it is found the remote control has been exposed to extended periods of time under water;
- defects or injury caused by or resulting from installation of product in situations outside of the Australian standards for plumbing installation;
- the product was installed in a way that was contrary to the manufacturer's requirements or guidelines, installation or maintenance terms, or conditions or any national, state or local area regulatory requirements;
- defects or injury caused by, or resulting from, installation of the product into situations outside these conditions of warranty;
- faults on Bette enameled products outside of tolerances set down in Australian Standards AS2023;
- the product has been tampered with in any way, or if any serial numbers, bar codes or other identification marks have been removed, defaced or changed;
- damage or loss to products caused during transit for service, where that transit has not been arranged by a Bette Agent or one of its authorised agents;
- indirect or consequential loss or damage suffered in connection with any defect in materials or workmanship unless you are entitled to any such loss or damage at law;
- installation or tiling costs incurred after the installation of products containing obvious or visible manufacturing faults;
- any transport damage that was visible at the time of delivery but was not reported to a Bette Agent within 48 hours of delivery;
- any defect or injury caused by an act, default or omission of, or any representation made by, any person other than Bette or an employee or agent of Bette.

## **CONTACT**

Argent Australia Pty Ltd

Business address: 18 Wandoo Street, Fortitude Valley, Queensland

Postal address: PO Box 2093, Fortitude Valley, Qld 4006

Telephone: 1300 364 748

E-mail: [ac@argentaust.com.au](mailto:ac@argentaust.com.au)

Bette GmbH & Co

Business address: Heinrich-Bette-Strasse 1, D-33129, Delbrueck, Germany

Telephone: +49 - 5250 511 200

E-mail: [info@bette.de](mailto:info@bette.de)