

Grohe Warranty Information & Notes



AUSTRALIAN WARRANTY FOR DOMESTIC RESIDENTIAL USE

Grohe Pacific ('Grohe') warrants that the following products manufactured by Grohe and supplied in Australia by an authorised Grohe supplier and used for domestic residential purposes only will be free from defects in materials and workmanship for the following periods from the date of purchase:

- 15 years for tapware and in wall cisterns;
- 5 years for accessories, showers (excluding shower hoses) and flexible mixer tails;
- 1 year for shower hoses, pull out spray hoses, hob shower hoses, seals and washers;
- 1 year for replacement parts for products not covered by one of the above warranties.

For tapware and in wall cisterns, Grohe will rectify free of charge for parts and labor any fault due to a defect in materials or workmanship appearing within the first 5 years of the warranty period subject to the conditions set out below. For tapware and in wall cisterns, Grohe 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 10 years of the warranty period subject to the conditions set out below. Labor is not included in the last 10 years of the warranty period for replacement parts.

For accessories, showers and shower hoses, Grohe will rectify free of charge for parts and labor any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the conditions set out below.

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.

AUSTRALIAN WARRANTY FOR COMMERCIAL USE

Grohe warrants that the following products manufactured by Grohe and supplied in Australia by an authorised Grohe supplier and used in a commercial premise will be free from defects in materials and workmanship for the following periods from the date of purchase:

- 2 years for tapware, in wall cisterns, accessories, showers (excluding shower hoses) and flexible mixer tails;
- 1 year for shower hoses, pull out spray hoses, hob shower hoses, seals and washers;
- 1 year for replacement parts for products not covered by one of the above warranties.

Grohe will rectify free of charge for parts and labor any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the conditions set out below.

Grohe deem that a commercial premise is any business, motel, hotel, airport, hospital or place that is not by its nature a domestic residential building.

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 'Grohe Agent');
- provide proof of purchase (such as a copy of the purchase receipt) at or prior to the inspection of the product by the Grohe Agent;
- provide to the Grohe 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 Grohe 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 Grohe Agent, during the warranty period.

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

COSTS

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

- any costs incurred by a Grohe 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 Grohe 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 does not cover:

- any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, or installation by a non-licensed plumber or the fitting of other devices to the outlet of tapware;
- any defects or injury caused by or resulting from products installed in a way that was contrary to any applicable national, State or local Standards or regulatory requirements;
- any defect, damage or injury caused by or resulting from the effects of hard water, inadequate flushing of system, or failure to clean and replace outlet aerator inserts or other alterations or modifications which affect the reliability or performance of the product;
- damage to finishes by epoxies, adhesives or sealants;
- the effects of poor water quality and chemical attack which will affect the longevity of the product;
- defects or injury caused by or resulting from installation of product in situations outside of the Australian standards for plumbing installation;
- any defect or injury caused by an act, default or omission of, or any representation made by, any person other than Grohe or an employee or agent of Grohe;
- 15 year warranty applies for qualifying products purchased on or after the 1st November 2008.

CONTACT

Argent Australia Pty Ltd

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