

Villeroy & Boch Sanitaryware Warranty Information & Notes



AUSTRALIAN WARRANTY

Villeroy & Boch AG ('Villeroy & Boch') warrants that the following products manufactured by Villeroy & Boch and supplied in Australia by an authorised Villeroy & Boch supplier will be free from defects in materials and workmanship, and, for the following periods from the date of purchase:

- 10 years for Villeroy & Boch / Pressalite toilet seats and seat hinges;
- 10 years for soft close mechanisms on Argent / Haro toilet seats;
- 5 years for ceramics;
- 5 years for surfaces including warranty against crazing or cracking resulting from material ageing and distortions;
- 2 years for Argent / Haro toilet seats used on Villeroy & Boch toilet suites;
- 2 years for mechanisms supplied with Villeroy & Boch toilets (excluding seals and washers);
- 1 year for seals and washers supplied with internal mechanisms.

Villeroy & Boch will rectify free of charge for parts and labor (excluding seals and washers) any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the conditions set out below. Villeroy & Boch will provide replacement seals and washers free of charge if they are required to rectify any fault due to a defect in materials or workmanship appearing within the 1 year warranty period subject to the conditions set out below. Labor is not included in the warranty for replacement seals and washers.

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

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

COSTS

Villeroy & Boch will bear any expenses incurred for claims under this warranty, excluding:

- any costs incurred by a Villeroy & Boch 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 Villeroy & Boch 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 product 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;
- 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;
- 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 or resulting from the use of epoxy glues;
- any defect or injury caused by an act, default or omission of, or any representation made by, any person other than Villeroy & Boch or an employee or agent of Villeroy & Boch.

CONTACT

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