

Villeroy & Boch Baths / Whisper Systems Warranty Information



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 for the following periods from the date of purchase:

- 10 years for Quaryl baths, and Whisper Whirlpool Bath shells;
- 10 years for Quaryl bath surfaces including warranty against changes in colour and / or cracks resulting from material ageing and distortions caused by hot water up to 80 degrees Celsius;
- 5 years for waste overflow combinations supplied with Villeroy & Boch baths;
- 1 year for Whisper systems.

Villeroy & Boch 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.

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 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;
- 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;
- any 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;
- 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

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

Villeroy & Boch AG

Business address: D-66688 Mettlach, Germany

Telephone: +49 686481-0

E-mail: info.b@villeroy-boch.com