

SERVICE PROCEDURE

INITIATING A SERVICE REQUEST

For the service procedure to commence the following information must be supplied to: **service@studiobagno.com.au**

- Customer first and last name
- Proof of purchase
- Address where service is required
- Customer contact phone number (mobile and or landline)
- Customer email address
- Brief description of the issue (including photos)

WHAT WILL HAPPEN NEXT:

- Upon receipt of service request form, Studio Bagno will start a Job log for this service (a J... number will be assigned)
- The customer will then be contacted within 24 hours.

WARRANTY WILL NOT APPLY IF:

1. Customer cannot verify purchase of product.
2. Items have not been installed by a licenced installer (in the case of any item connected to water lines this must be a licenced plumber).
3. Installer has made any 'custom alterations' to products such as alteration of cisterns or modifications to valves.
4. Ceramic or metal parts are damaged due to the use of abrasive cleaners or cleaning agents containing chlorine or acids.
5. Damage is caused by non-compliance with Studio bagno cleaning instructions.
6. In the case of Valves, the valve is 'running on' due to lines not being flushed.
7. The fixing of basins to tops with epoxy resin will void warranty.

SERVICE CALL CHARGES

Should Studio Bagno attend a service call and it be found that a product has been incorrectly installed, the customer will be advised that a service charge will be incurred.

In some cases prior to the service call being arranged, Studio Bagno will request the customer's credit card details. This will occur only when, in Studio Bagno's opinion, the call out is the result of faulty installation.

This will be a minimum charge of \$90.00 + GST. This charge covers the call out fee and the first 30 minutes of labour. After that time the service rate becomes \$45.00 per 30 minutes.

Should the product indeed be faulty there will be no charge to the customer.