

## WARRANTY & SERVICE PROCEDURE

Studio Bagno offers varying warranty periods and inclusions for each product category.

Please refer to the table below.

PRODUCT TYPE	WARRANTY PERIOD	INCLUSIONS
Basins (ALL)	1/10 Years	1 year labour & 10 years replacement product
Toilet Suites (Pan + Cistern, Vitreous Only)	1/10 Years	1 year labour & 10 years replacement product
Toilet Seats	1 Year	1 year replacement product or parts
Toilet Suites (Internal Mechanisms - Valves)	1 Year	1 year parts & labour
Baths	1 Year	1 year parts & labour
Accessories	10 Years	10 year replacement product
Spare Parts	1/10 Years	1 year labour & 10 years replacement product
In-Wall Cisterns	1/10 Years	1 year labour & 10 years replacement product
In-Wall Cisterns (Internal Mechanisms - Valves)	2 Years	2 years replacement parts
Cistern Actuators	1/2 Years	1 year labour & 2 years replacement product
Tapware	1/15 Years	1 year labour & 15 years replacement product or parts

Installers must make a thorough inspection of products **prior** to installation to ensure that the item is **defect** and **breakage free**. If a fault is found, the client should contact the reseller with proof of purchase to organise a replacement product.

Should a product with an **obvious defect be installed** it may still be subject to replacement by Studio Bagno under warranty but labour will be the responsibility of the customer or installer.

\* **A seat** which comes loose with continued use is not covered by warranty. All seats under normal usage have a tendency to loosen. It is the responsibility of the owner to tighten seats periodically.

Valves that run on at time of installation or very soon after are almost invariably due to a seal not being created due to foreign matter in the water line. It is the responsibility of the installing plumber to clean the water lines prior to installation, and to ensure the seals and valves are functioning correctly.

### WARRANTY COMMENCEMENT DATE

From the date of purchase from a Studio Bagno distributor or handover for new buildings.

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### 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 bench tops or walls with epoxy resin will void warranty.

### 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.

### 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.