



Signature Collection Basin & Cabinet Warranty

Signature Collection basins are covered by a

5 YEAR WARRANTY – DOMESTIC USE

This warranty covers faults in the product construction, material and assembly. Products, which are within 5 years from the date of purchase, found upon inspection by an authorized representative, to be defective in construction, material or assembly, will be replaced or exchanged with an equivalent product free of charge.

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LABOUR AND SPARE PARTS

A 12 month warranty over spare parts and labour will cover spare parts which are within 1 year from the date of purchase and found upon inspection by an authorised representative to be defective in construction, material or assembly, will be replaced free of charge.

WARRANTY CONDITIONS

This warranty will apply only under all of the following conditions:

- The item has been installed by a licensed plumber
- The item has been installed for and subjected to domestic residential use only
- Failure is due to a fault in the manufacture of the product
- Proof of purchase (including date of purchase) is provided
- The installation of the product is on accordance with the instructions provided

Door and drawer alignment is NOT considered a warranty issue.

This warranty does not include faults caused by:

- Unsuitable or improper use
- Incorrect installation or installation not in accordance with the instructions provided
- Installation or part installation by the purchaser or any person other than a LICENSED PLUMBER
- Normal wear and tear
- Inadequate or complete lack of maintenance

- Chemical, electrochemical or electrical influences
- Harsh detergents or abrasive cleaners used on product finishes
- Failure of stone material. Stone is a natural material and as such Omvivo will not warrant against the failure of the natural stone

PLEASE NOTE: The manufacturer will not be liable for the cost of installation or removal of any unit and the warranty will be voided if damage occurred during or after installation or a damaged or incorrect unit has been installed.

1 YEAR WARRANTY - COMMERCIAL USE

“Commercial” use is all use other than for normal domestic residential purposes, including use in non-business places as in public buildings, schools, sports centres and in establishments that contain private bathrooms with high frequency of use by many individuals such as hotels, motels, retirement villages and hospitals.

The commercial warranty covers this product against manufacturing faults in the construction, material and assembly of both the finished product and any spare parts for a period of 1 year from the date of purchase. Products and spare parts, which are found upon inspection by an authorized representative to be defective in construction, material or assembly will be repaired or exchanged free of charge. The warranty conditions and exclusions, which apply to the domestic use warranty, also apply to this commercial warranty.

EXCLUSIONS

To the fullest extent permitted by law, the manufacturer excludes all liability for damage or injury to any person, damage to any property and any indirect consequential or other loss or damage.

CLAIM PROCEDURE

For all warranty queries, customers are to contact the branch where the product was purchased. These details can be found on your purchase invoice.

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 acceptable quality and the failure does not amount to a major failure.