

# Warranty

**Items must be inspected upon delivery.**

**If you believe there is a fault, damage, or the item is incomplete,  
contact the place of purchase immediately.  
Do not proceed with installation.**

**We allow 7 days from receipt of goods,  
for notification of any discrepancies in goods received.**

The Omvivo Manufacturing Warranty is for 5 years from date of purchase, on all workmanship and materials unless otherwise stated (See 1 & 2).

## **(1) The Warranty-**

This warranty extends to the original buyer (and is non transferrable), subject to the conditions set out below.

Omvivo will (at its option), replace or repair 'the Product' which is defective through faulty workmanship or material, except where the damage to the Product is due to:

- (a) Improper installation, adjustment, calibration or operation of the Product;
- (b) Accident, neglect or misuse of the Product.
- (c) Any modifications of the Product which were not authorised in writing by Omvivo.
- (e) Disassembly, reconfiguration and reassembly of the product.
- (d) Any use or operation of the Product outside of the physical, electrical or environmental specification of the product.
- (e) Inadequate or incorrect site preparation.
- (f) Inadequate or improper maintenance of the product. Cleaning and maintenance instructions must be followed. Damage due to incorrect cleaning of the product and water damage to cabinetry is not covered by the warranty.
- (g) Normal wear and tear and natural variations in timber, stone, veneer and leather – these are not considered defects.
- (g) Failure of stone material – Stone is a natural material and as such Omvivo will not warrant against the failure of the natural stone.

## **(2) Conditions of Warranty-**

- (a) Omvivo must be notified of any claim of fault, in writing, within the warranty period.
- (b) Proof of purchase must be provided when making any claim.
- (c) All Omvivo Bathroom products must be installed as per the step by step installation manual by qualified, licensed Plumbers and builders, all hardwired items must be installed by qualified, licensed Electricians.
- (d) The Product must not have had its identification branding mark defaced or changed, nor have been tampered with in any other way.
- (e) Omvivo will not be responsible for damage or loss caused during shipping.
- (f) Apart from any warranties implied by the Trade Practices Act 1974 or the Goods Act 1958 (Vic) (or both) which cannot be excluded, all other warranties express or implied and whether arising by virtue of statute or otherwise are hereby excluded.
- (g) The total liability of Omvivo for loss or damage of every kind - whether arising out of or in relation to the Product, its sale, or delivery, or the way it behaves, in tort or contract or in any other cause of action, or in any other way whatsoever - is limited to the repair, replacement or refund of the purchase price of the Product.

Please note: Finishes including Laminates, Veneers, Solid Surfaces, Reconstituted stone, Fabrics, and other finishes supplied to Omvivo by other manufacturers or suppliers, may be covered by the original supplier's/manufacturer's warranty.