



**WARRANTY**  
**2019**

We pride ourselves on the high-quality products and standards applied to the product we import and supply.

Our goods come with guarantees that cannot be excluded under the New Zealand Consumer law.

You are entitled to a replacement or refund for a major fault 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 major failure.

All NZHomeware products vary in warranty.

Should any of our products not perform to your satisfaction during the warranty period/s specified, please do not hesitate to contact our staff via email or phone. Our experienced customer service staff will assist with your inquiry.

Contact details:

@ [service@nzhomeware.co.nz](mailto:service@nzhomeware.co.nz)

## NZHOMEWARE WARRANTY CLAIMS

- ❖ The warranty claim only applies to defects that have arisen solely from faulty materials or workmanship in the Products
- ❖ and **does not** apply to other defects which have arisen as a result of the following: accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse conditions, including excessive water pressure, temperature or neglect of any kind. Alterations and repairs of the Products will void the warranty.
- ❖ The warranty period commences from the date of purchase or for new buildings from the date of handover for the periods stated in the warranty periods table.
- ❖ The warranty applies only to the original owner and it is not transferable.
- ❖ NZHomeware reserves the right to amend, improve and or change any or all products at any time.
- ❖ Where a product is covered by a parts and labour warranty, the warranty covers both the repair of the defective part or the provision for a spare part to replace the defective part and the installation of the part.
- ❖ Where a product is covered by a part only warranty, the warranty covers the repair or replacement with spare part of the defective part and does not include the removal of defective part or the installation of the replacement part or product.

- **NZHomeware requires adequate access to Product, fittings and fixtures to undertake warranty repairs.**
- **NZHomeware will not be responsible for any consequential damage or costs where adequate access to product fittings is not accessible.**
- **To the extent permitted by law, NZHomeware, will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind by any defect in the Products or components.**

## Warranty Exclusions

**The warranty shall be void for the following reasons:**

- ◆ A customers' inability to supply proof of purchase or equivalent documentation
- ◆ Products have not been installed fully by a Licensed Plumber or Electrician or qualified installer
- ◆ Products are not installed according to National standards and State Regulations relevant to the product
- ◆ Products are not installed according to the Manufacturers installation instructions
- ◆ Water pressures and temperatures that exceed stated limitations as below
  - ✧ Max temperatures: 75 degrees
  - ✧ Min temperature: -1 degree
  - ✧ Max pressure: 1000kPa
  - ✧ Minimum pressure 150kPa (300kPa for Shower/Bath diverters)
  - ✧ NOTE: AS/NZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations.
  - ✧ NOTE: the 1000kPa maximum water supply pressure does not apply to fire service outlets
- ◆ Fitting of other devices to tapware , eg: water filter
- ◆ Isolation stop taps are not installed where required
- ◆ Fitting of NZHomeware, non-approved in tap body or end of line water flow regulating device
- ◆ Products used with water additives such as cleaning and or deodorizing additives in cisterns
- ◆ Fair wear and tear, including scratching
- ◆ Unsuitable or improper use or installation of item
- ◆ Product is exposed to environmental elements, chemical, electrochemical or electrical influences
- ◆ Damage as a result of obstructions due to inadequate flushing of the system and water supply prior to use, including but not limited to silt, corrosion, excess water pressure, sand, dirt, thread tape, copper tube pieces, other items not normally presented in potable water supplies
- ◆ Failure to regularly clean or replace dirty or blocked outlet aerator inserts
- ◆ Service and or repairs with non-standard replacement parts previously undertaken without written approval by NZHomeware
- ◆ Non-installation of flow regulators in tapware and showers heads etc
- ◆ Damage to finishes due to adhesives, sealants or abrasive cleaners etc
- ◆ Damage to finishes arising from installation or post installation use
- ◆ Damage due to abuse as determined by Service agent
- ◆ Failure to use no-acetic silicone when adhering mirrors to walls
- ◆ Failure to observe Manufacturer care and cleaning instructions
- ◆ Failure to install vanities and basins/tops to finished/completed wall coverings eg. Tile, masonry or other cladding method deemed acceptable as per the Building Code (of Australia)2013
- ◆ The warranty does not cover any vanity and/or top and /or basin that has been tiled 'into' a wall, e.g. fitting or fixing a vanity to a wall and tiling around it and/or tiling down and /or around the vanity and top/basin
- ◆ NZHomeware will not be liable for the cost of installation or removal of any item and the warranty will be voided if damage occurred during or after installation or a damaged or incorrect unit has been installed

➤ **NOTE:** (Before installation)

It is the installer/ consumers responsibility to ensure:

- ✧ Product is not damaged prior to installation
- ✧ The product is as per item purchased and listed on Tax Invoice, correct item, series, colour etc
- ✧ The product has all its components
- ✧ Required maintenance is performed.

If product has marks, chips or imperfections, missing components or is not what was purchased, and is deemed unacceptable and/or has been damaged in transit, **the product should not be installed.**

Please contact your place of purchase immediately to advise of your concerns (**prior to installation**)

➤ **NOTE:** (When pick up from our warehouse or showroom)

Door and drawer alignment is NOT considered a warranty issue.

Glass breakage is NOT covered under warranty once it has left our premises in one piece.

Cracked or chipped Stone (Quartz and or Marble) is not covered under warranty once it has left our premises in one piece.

Cracked or chipped ceramic basins are not covered under warranty once installed

➤ **NOTE:**

Due to the natural variations in timber no two veneers are exactly the same in grain or colour

➤ **NOTE:**

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

Category	Warranty Period	Details (from date of purchase)
Accessories	5/1 Years	5 Years for general use 1 Year for surface faults like chips or fading or any other manufacturer's fault 1 Year on parts
Bathtubs Inset & Freestanding	5 Years	5 Years replacement on bath shell 5 Years for the parts(waste)
Bidets	5/1 Years	5 Years for general use 1 Year for surface faults like chips or fading or any other manufacturer's fault 1 Year on parts
Ceramic Basins	5 Years	5 Years for general use 1 Year for surface faults like chips or fading or any other manufacturer's fault 1 Year on parts
Electronics parts	Lifetime	Lifetime Warranty - Parts & Replacement
Floor Grates & Wastes	5/1 Years	5 Years for general use 1 Year for surface faults like chips or fading or any other manufacturer's fault 1 Year on parts
Heated Towel Rails	5/1 Years	5 Years for general use 1 Year for surface faults like chips or fading or any other manufacturer's fault 1 Year on parts
In Wall Cisterns	3 Years	3 Years replacement parts
Kitchen Sink - Granite (ACA)	10/1 Years	10 Years for general use 1 Year for surface faults like chips or fading or any other manufacturer's fault 1 Year on parts
Kitchen Sink - Stainless Steel	5/1 Years	5 Years for general use 1 Year for surface faults like chips or fading or any other manufacturer's fault 1 Year on parts
Laundry Tub and Cabinets Sets	5 Years	5 Years replacement sink
Mirrors	1 Years	1 Year replacement parts or complete product
Shower arm	5/1 Years	5 Years for general use 1 Year for surface faults like chips or fading or any other manufacturer's fault 1 Year on parts

Shower Heads & Hand showers	5/1 Years	5 Years for general use 1 Year for surface faults like chips or fading or any other manufacturer's fault 1 Year on parts
Shower hose	1 Year	1 Year guarantee on finish and parts
Shower Rails	5/1 Years	5 Years for general use 1 Year for surface faults like chips or fading or any other manufacturer's fault 1 Year on parts
Shower Enclosures	5 Years	5 Years for the glass general use 2 Years for the hardware 1 Year for the finished
Small appliance	1 Year	1 Year product or parts replacement
Tapware	5/3/1 Years	5 Years guarantee against casting defaults and porosity; 3 Years guarantee against cartridge and valve defaults; 1 Year guarantee on washers and O rings; 1 Year guarantee on finish
Toilet Internal system (valves)	1 Year	1 Year replacement parts
Toilet Seat and Hinges, Flush Pipes, Button, other parts	1 Year	1 Year replacement parts or complete product
Toilet Suites (ACA)	10/3/1 Years	10 Years product replacement on vitreous china cisterns and pans 3 Years replacement products or parts on Inlet & Outlet Valves 1 Year for surface faults like chips or fading or any other manufacturer's fault 1 Year replacement product or parts on toilet seats
Vanities(Cabinet)	5 Years	5 Year replacement parts or complete product
Vanity top	5/1 Years	5 Years for general use 1 Year for surface faults like chips or fading or any other manufacturer's fault 1 Year on parts

\*All products under brand ACA will be applied 30 days return for refund or replacement

## Warranty Periods: Commercial

NZHOMEWARE warrants that the below products which are provided for any consumers who use the products manufactured by ACA Trading Pty Ltd. other than in a residential home (for example hotels, aged care facilities, hospitals, schools, factories, motels) will be free from defects of materials or workmanship for the periods specified below (with each of the below periods commencing on the date of purchase or, for new buildings, the date of handover).

Note: These warranty periods apply only to products purchased after 1 July 2018 and begin from the earlier of :

the date the product is installed; and

6 months after the product is purchased.

Category	Warranty Period	Details (from date of purchase)
* All Products	1 year	1 Year - Replacement parts

\*Includes mixers, tap ware and showers. Accessories are subject to 1 year replacement parts only.

## How to make a claim

Consumers may make a claim under a warranty in this

Warranty by contacting NZHOMEWARE on [service@nzhomeware.co.nz](mailto:service@nzhomeware.co.nz)

To make a valid claim under a warranty in this Warranty, a consumer must:

- Lodge the claim with us as soon as possible and no later than 10 business Days after they first become aware of the breakdown;
- Provide reasonable proof of purchase;
- If the product was installed in a new home, provide handover or equivalent documentation;
- Provide details relating to the proposed warranty claim.
- Claims will be processed through NZHOMEWARE's Customer Service. Each claim will be issued with a claim number which is recorded by NZHOMEWARE.

## Costs of warranty claim

Should any warranty claim be made and, in the opinion of NZHOMEWARE or a NZHOMEWARE authorized Service Agent the problem was from faulty installation or use of the products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect to the products for which NZHOMEWARE is responsible, NZHOMEWARE has the right to charge a service fee for each service staff attending the consumer's premise where products have been installed.

**Note:** NZHOMEWARE reserves the right to alter, or amend this warranty offer in writing at any time.

NZHOMEWARE reserves the right to provide minor components (e.g. handles, aerators, buttons, dress rings, hinges, clips, rod and washers) as 'Parts Only' to the customer.