

OUR AFTER SALES TEAM ARE HERE TO HELP

How to make a claim:

If you have an issue or have noticed a defect with one of our products we want to hear about it. Please get in contact using our warranty claim form provided. Before you fill out these details, please ensure you have a copy of your original purchase and plumbing installation receipts.

Product maintenance and care:

- Products should be cleaned with mild liquid detergent or soap and water.
- Do not use cream cleaners or citrus based cleaning products, as they are abrasive.
- Use of unsuitable cleaning agents may damage the surface. Any damage caused in this way will not be covered by warranty.

Claim procedure:

All products purchased from Nzhomeware.co.nz include warranty. Our products generally come with a 5 years warranty however, some products will be provided with extended warranty for your peace of mind.

Please refer to the product listing for warranty period

Once Nzhomeware receives your warranty claim form purchase and plumbing installation receipts,

we will contact you within 24 hours

From here we will determine the manufacturing defect and relevant warranty guarantees. If your product falls within the relevant warranty period and has been installed by a licensed plumber, your replacements parts or products will be sent to our service plumber who will then arrange a service with you at the allocated address. If your product is not eligible for our labour warranty, but still falls within the replacement products or parts guarantee, the required items will be sent direct to you, for you to then arrange your own installation.

Date

WARRANTY CLAIM FORM

Please email to the contact details provided below once completed, along with all relevant documentation

(Tax invoice, receipts, photos or short videos)

Contact details:

Full Name

Address

Suburb

State

Postcode

Contact Number

Email Address

Purchase details:

Purchase Date

Order ID

Copy of receipt documents (Y/N)
Please attach.

Product details:

Product Name

Product Code

Quantity

Detailed description of issue: