

# AUSTRALIA WARRANTY GUIDE

EFFECTIVE 1ST MAY 2021



Please call Greens BEFORE you contact a plumber or try to fix the problem yourself. We can discuss the nature of the problem and how we may be able to help.

## RESIDENTIAL WARRANTY

Where Greens tapware and showers are purchased for use in domestic residential installations, the purchaser or end user may have recourse or remedy under any relevant consumer protection legislation. In addition, Greens undertakes to either repair or replace (at Greens discretion) the tapware or shower fitting, if it is discovered that such tapware or shower contains a material defect which arose in the course of manufacture. The warranty commences on the date of purchase of the product.

RANGE	WARRANTY	
<b>Tapware</b> Textura   Gisele Luxe   Blush	<b>Lifetime</b>	<ul style="list-style-type: none"><li>Lifetime warranty on European Brass Cartridge</li><li>5 Years – Labour and replacement product or parts.</li></ul>
<b>Tapware</b> (excluding Applause)	<b>20 YEARS</b>	<ul style="list-style-type: none"><li>20 Years Cartridge</li><li>5 Years – Labour and replacement product or parts</li></ul>
<b>Showers</b> Twin Rail Showers Rail Showers, Hand, Wall, and Overhead showers	<b>10 YEARS</b>	<ul style="list-style-type: none"><li>Replacement product or parts (excludes consumables)</li></ul>
<b>Applause</b>	<b>5 YEARS</b>	<ul style="list-style-type: none"><li>5 Year - Cartridge</li><li>1 Year - Labour, Finishes, replacement product or parts.</li><li>1 Year - Consumables</li></ul>
<b>Finishes</b> All Products	<b>5 YEARS</b>	<ul style="list-style-type: none"><li>5 Years Chrome   PVD   Stainless Steel</li><li>1 Year on Matte Black</li></ul>
<b>Bathroom Accessories</b>	<b>1 YEAR</b>	<ul style="list-style-type: none"><li>Replacement product or parts only</li></ul>
<b>All Consumables &amp; Spare Parts</b>	<b>1 YEAR</b>	<ul style="list-style-type: none"><li>Consumables include: Spout seals, O-rings, aerators, kitchen pull-out/pull-down hand pieces, hoses and diverter headworks, Slider control, soap dishes, wall fixings, mounting brackets, hoses, and sensor control units/battery boxes.</li><li>All replacement spare parts.</li></ul>

## COMMERCIAL WARRANTY

This applies to all non-residential installations including (but not limited to) hotels, motels, rest homes, hospitals, offices, retail outlets, gyms, factories, schools and restaurants. The product is warranted to be free from defects in materials and workmanship and the warranty commences on the date of purchase of the product.

RANGE	WARRANTY	
<b>Greens QL Cartridge</b> <b>European Brass</b> <b>Cartridge</b> All single lever products containing these cartridges	<b>2 YEARS</b>	<ul style="list-style-type: none"><li>2 Years - Cartridge</li><li>1 Year – Labour, Finishes, replacement product or parts.</li><li>1 Year - Spout seals, O-rings, aerators, kitchen pull-out/pull-down hand pieces and hoses and diverter headworks.</li></ul>
<b>All Products</b>	<b>1 YEAR</b>	<ul style="list-style-type: none"><li>1 Year – Cartridge, Labour, Finishes, replacement product or parts.</li><li>1 Year - Spout seals, O-rings, aerators, kitchen pull-out/pull-down hand pieces, hoses and diverter headworks.</li></ul>

## LEGAL REQUIREMENTS

The warranty only applies to the original owner and is not transferable. In addition to this warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted or modified, this extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

In addition to this warranty, 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 of acceptable quality and the failure does not amount to a major failure.

## WARRANTY CONDITIONS:

The following conditions must be met, or the warranty will be deemed null and void.

1. Proof of purchase (invoice or receipt) must be provided.
2. The Greens product warranty is applicable only on items purchased and installed in Australia.
3. The claimant must be the original purchaser.
4. The product must be in the original building it was installed in.
5. The product must be installed by a licensed plumber and Greens installation instructions must be followed.
6. Temperature and pressure limits within the installation instructions must apply.
7. All products must be installed to relevant National Standards and State Regulations.
8. The product has not been tampered with or repaired in any way.
9. The product has not been damaged by misuse, accident, or neglect.
10. The product does not contain excessive debris.
11. The product has not been exposed to external environmental elements.
12. All repair work is to be pre-approved by Greens, and undertaken by its authorised service agent.
13. Use of improper cleaning products, including cream cleaners and cleaners containing corrosive acids, scouring agents or solvent cleaners will void this warranty.
14. Other conditions may apply depending on the nature of the installation.

Greens shall in no way be liable to the purchaser or end user of Greens Tapware or showers for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by Greens Tapware in writing in advance.

## TO MAKE A WARRANTY CLAIM:

You must first either phone 1800 244 992 or email [aussales@greenstapware.com](mailto:aussales@greenstapware.com) to make us aware of the claim. You must then post, fax or email the following documents to Greens Tapware or their authorised agent.

- Proof of Purchase including where purchased and date of purchase;
- Full Details of the warranty claim being made;
- Your contact details.

If the Product has not been installed, the Product can be returned with Proof of Purchase, to the place of purchase. If the cost of returning any defective product is unreasonable, please phone or email so that, if appropriate, we can arrange a collection.



AUSTRALIA  
GREENS GLOBAL AUS PTY LTD  
36 Naxos Way, Keysborough, VIC, 3173  
Phone: 1800 244 487 | Fax: 1800 244 212  
Service & Warranty: 1800 244 992  
[www.greenstapware.com](http://www.greenstapware.com)

1800 244 992

<http://www.greenstapware.com/warranty-guide>