

## **Warranty Provider**

Tradelink Pty Limited ABN 29 000 003 832 of 1051 Nudgee Rd Banyo QLD 4014 (Tradelink) offers warranties on each of the products set out in Schedule A (Product(s)) for the warranty periods specified, the details of which are set out in this document (Raymor Warranty). This Raymor Warranty is effective as of 1<sup>st</sup> January 2022 and supersedes and replaces any previous version of this document.

## **Raymor Warranty**

This Raymor Warranty only covers the Products set out in Schedule A and does not extend to items that you have selected outside this range, including the items set out in Schedule B.

Your Raymor Warranty commences from the date of purchase of your Product (or, for new buildings, on the date of handover) for the relevant period set out in Schedule A and is valid for purchases of Products made on or after the 1st March 2014. Your Raymor Warranty does not extend to the items set out in Schedule B and these items are sold with the warranty provided by the manufacturer, in addition to any rights and remedies you may have under the Australian Consumer Law. Please refer to the warranty document (if any) provided by the manufacturer named in Schedule B or contact the manufacturer for details.

The Raymor Warranty only applies to you if you are the original purchaser of the Product. It is not transferable.

## **What We Will Do**

Subject to the terms and exclusions contained in this Raymor Warranty document, where a genuine manufacturing defect arises in your Product during the course of normal Domestic Use or Equivalent Commercial Use within the warranty period set out in Schedule A, Tradelink will, at its election repair the defect (without cost to you for labour or replacement parts) or replace the Product.

## **Limitation of liability under Raymor Warranty**

To the fullest extent permitted by law and subject to and without limiting your consumer rights under the Australian Consumer Law, Tradelink expressly limits its liability under this Raymor Warranty and under any other statutory guarantee imposed at law to, at its option:

- the replacement or repair of the Product;
- the supply of an equivalent Product; or
- the payment of the cost of the Product or of repairing the Product or of acquiring an equivalent Product.
- In the event the Product is unavailable or unable to be supplied and a replacement is required, Tradelink reserves the right to supply a Product of equal quality, value and type at their discretion.

To the fullest extent permitted by law, Tradelink expressly excludes:

- all liability for damage or injury to any person;
- damage to any Property;
- loss of profit, loss of revenue, loss of use, loss of business, loss of opportunity, loss of goodwill, loss of contracts, loss of production, business interruption or any kind of indirect, special or consequential loss or damage arising in connection with the defective product;
- all conditions, warranties and undertakings in relation to the Products except as set out in this document.

## **Definitions and Interpretation**

In these terms and conditions of warranty: "You" means the purchaser or customer acquiring the Goods and "Your" means belonging to you. "We" and "Us" means Tradelink as the manufacturer of the Goods and "Our" means belonging to Us. "Goods" means the goods You claim to be defective.

"Equivalent Commercial Use" is defined as all equivalent to normal domestic use for other than normal residential domestic purposes. Equivalent Commercial Use includes the use of Products in non-business or non-commercial settings (such as public buildings, educational settings, not-for-profit organisations, sports centre communal spaces, lunch rooms, hotel rooms, home offices or in-home business settings). Equivalent Commercial Use excludes the use of Products in commercial kitchens, restaurants, cafes, commercial food preparation spaces and manufacturing facilities, etc.

## How to make a warranty claim

To make a warranty claim, please contact Tradelink using the contact information contained in this Raymor Warranty document. No specific claim form is required however the following documentation must be supplied to Tradelink as part of your claim:

- Proof of purchase or handover documentation (for new homes);
- Your contact details, including the address of the installed Product; and
- A photo of your Product and the defect in question.

If the Product has not been installed, the Product can be returned with proof of purchase to the place of purchase. The cost of returning the Product is your responsibility; however, if the cost of returning any defective Product is unreasonable, please contact Tradelink on the telephone number listed below so that, if appropriate, we can arrange a collection. You must bear your own costs incurred in making a warranty claim.

Tradelink requires reasonable and adequate access to Products, fittings and fixtures to undertake warranty repairs during normal weekday working hours. To the fullest extent permitted by law and subject to and without limiting your consumer rights under the Australian Consumer Law, Tradelink will not be responsible for any loss, damage or costs where reasonable and adequate access to Products, fittings and/or fixtures is not provided. Where parts or products are replaced or supplied under this warranty, the replacement parts or product shall be considered to be warranted from the original Product date of purchase.

If a Raymor Warranty service call finds that your Product does not have a genuine manufacturing defect, Tradelink reserves the right to charge you a service fee.

Tradelink reserves the right to provide you with minor components as 'parts only'.

## Contact Information

Warranty contact information for Tradelink is as follows:

Raymor Customer Care  
Phone: 1800 RAYMOR (1800 729 667)  
Email: [customercare@raymor.com.au](mailto:customercare@raymor.com.au)  
1051 Nudgee Rd, BANYO QLD 4014

## Australian Consumer Law

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 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. This Raymor Warranty is in addition to your rights and remedies under the Australian Consumer Law.

## Care Information

To ensure that you receive the longest lasting product life possible, we offer the following general advice to you for the care and maintenance of your Products:

- Regularly clean with warm, soapy water or detergent. Do not use caustic, corrosive or abrasive chemicals.
- Use a soft, dampened sponge or cloth. Never use an abrasive brush, pad, cloth or scourer to clean your Products.
- Chrome and stainless steel finishes should never be cleaned with chlorides, steel wool, wire brushes,
- Wipe surfaces clean and thoroughly rinse with water immediately after using any cleaner or solution.

Plastic, stainless steel, chrome, brass, vitreous china, silicone and polymarble Products are generally considered to be stain-resistant and durable but care should be taken in their use and maintenance as they are not stain-proof or scratch-proof. Vanity cabinets are manufactured from moisture-resistant materials but are not water-proof and care should be taken to wipe up spills and drips immediately and use in a well-ventilated environment.

## What is not covered

Your Raymor Warranty does not cover any defect or damage caused or partly caused, by or arising through: fair wear and tear (e.g. working seals in the inlet and outlet valves, scratching from cleaning, etc.); misuse, incorrect storage or handling of the Products; failure to correctly install, use or maintain the Product or to follow any instructions or guidelines for installation, use or maintenance of the Product; adverse environmental conditions; faulty design of a system in which the Products are used; the use of the Product otherwise than for any application specified on a quote or order form, price book or catalogue issued by Tradelink; the continued use of the Product after any defect becomes apparent or would have become apparent to a reasonably prudent operator or user; or any accident or act of God.

Your Raymor Warranty will be voided if any of the events detailed below arise:

- You are unable to provide proof of purchase or equivalent documentation from an authorised retailer of a Product;
- If the Product is not installed by a licensed plumber and/or electrician;
- If the Product is not installed in accordance with relevant Australian Standards, NCC and state regulations;
- If the Product is not installed in accordance with the manufacturer's installation instructions;
- If the water pressure exceeds stated limitations as per the Product installation instructions;
- If the hot water system delivery temperature at the outlet exceeds 65 degrees Celsius;
- If isolation stop taps are not fitted per AS/NZS 3555:2000 requirements for appliances and apparatus or the manufacturer's installation instructions;
- Failure to reasonably check and adjust fittings and connections during installation (e.g. pull-out mixer hose operation and weight position, adjust toilet flush rods and tighten cistern fittings, ensure plumbing connections are deburred and level, ensure vanity cabinet is square and level, etc.);
- If other devices are fitted to the outlet of tapware (e.g. water filters or stop valves);
- Tradelink non-approved parts are fitted in tap body or end of line water flow regulating devices;
- If repair, service, alteration or replacement has been undertaken without the prior approval of Tradelink
- If works are undertaken by a non-approved service agent or technician or where works are undertaken with non-standard or non-genuine replacement parts;
- If inappropriate or non-approved connection fittings are used connecting Product to sewer;
- If unauthorised modifications are made to Product;
- If the Product is used for an incorrect application such as non-potable water, in commercial kitchens, restaurants, cafes, manufacturing facilities, etc.;
- If the defect is a result of obstruction or damage due to inadequate flushing of system or problems caused by water supply (e.g. silt, thread tape, silicone, metal shavings, corrosion and excessive water pressure over 500kpa);
- If particulates of ferrous or corrosive elements on the sink react chemically and cause rust and/or pitting into the stainless. Stainless steel does not rust under typical indoor atmospheric and temperature conditions.;
- If there is a failure to regularly clean or replace dirty or blocked tapware aerator inserts and/or shower heads, etc.;
- If there is a failure to regularly inspect flexible hoses for signs of failure including bulging, rust, wear, moisture, breaks, kinking, staining or discolouration;
- The removal or failure to install flow regulator in tapware or showers or regulated check valve or check valves in hand showers or veggie mixers;
- If the Product is used with water additives (i.e. cleaning chemicals, disinfectants or additives in toilet cisterns); damage is caused to any surface, finish or protective coating by adhesives, sealants, etc.;
- If damage is caused to any surface, finish or protective coating by an abrasive or harsh product (e.g. solvent, disinfectant, dye, bleach, oil, polish, acid, degreaser, alcohol, aerosol, etc.);
- If exposure to ferrous metals or oxidants on stainless steel or chrome surfaces occurs (including substantial or prolonged exposure to cast iron, steel wool, bleach, hard water, etc.);
- If installation or removal costs are incurred after installation of Products which contained obvious or visible faults;
- If damage caused to the Product from installation or post installation use, abuse or misuse;
- If surfaces between paired product are not adequately sealed during installation or commissioning (e.g. between a basin and waste, mixer and sink/basin, mixer body and finished wall, etc.);
- Product damage is caused by misuse or abuse, as determined by a Tradelink Authorised Service Agent; or
- Where a Product is coupled or used with a product other than a Product, the Raymor Warranty is limited only to the Product.

It is the responsibility of you and/or the installer to ensure that prior to installation:

- the Product is not damaged;
- you are happy with your purchase; and
- the Product has all its components.

If the Product is damaged, incorrect or missing parts do not install and return to store. Following installation of your Product, it is your responsibility to ensure all required maintenance is performed.

Installed Products are warranted for genuine manufacturing defects arising in your Product during the course of normal domestic or equivalent commercial use for the term of the warranty period. Our manufacturer's warranty does not cover Product which are incorrect or have been installed with pre-existing damage or missing parts.

**SCHEDULE A: WARRANTY – PRODUCTS AND WARRANTY PERIODS**

<b>Raymor Product<sup>^</sup> sold after 1st March 2014 (Exclusions Apply)</b>	
<b>Category</b>	<b>Warranty Periods#</b>
<b>Mixers<sup>^</sup></b>	20 years - mixer cartridge, mixer body, aerator, nylon braided TPSiV flexible hoses, spout, handle and chrome plated finish 10 years - handpieces and pull-down/out hoses, PVD and electroplate finishes 1 year - seals and labour
<b>Three Piece Tapware<sup>^</sup></b>	15 years - ceramic disc SBAs, spindle SBAs, body, spout, flanges, handles, aerators, fittings and chrome plated finish 5 years - PVD and electroplate finishes 1 year - seals, jumper valves and labour
<b>Sinks &amp; Tubs</b>	25 years - sink & tub body 5 years - cabinet, wastes, clips, bypass kit, hoses 1 year - seals and labour
<b>Toilet Suites<sup>^</sup></b>	20 years - vitreous china, nylon braided TPSiV flexible hoses and chrome plated finish 15 years - plastic cistern, in-wall cistern frame 5 years - inlet and outlet valves, toilet seat, link piece, flush pipe, flush button, PVD and electroplate finishes, fittings 1 year - seals, labour
<b>Basins</b>	20 years - vitreous china 5 years - plug and waste, overflow ring, bottle trap, chrome, PVD and electroplate finishes, fittings 1 year - seals and labour
<b>Showers<sup>^</sup></b>	20 years – main brass body, wall elbow, shower arm, shower rail, PVC coated hose, showerhead, handpiece, slide bracket, diverter assembly, soap dish, and chrome plated finish 5 years - PVD and electroplate finishes 1 year - seals and labour
<b>Accessories</b>	10 years - main body, chrome plated finish and fittings 5 years - PVD and electroplate finishes 1 year - seals and labour
<b>Vanities<sup>^</sup></b>	20 years - vitreous china top 10 years - polymarble top, cabinet, handles, runners, hinges 5 years - plug and waste, overflow ring and finishes 1 year - seals and labour

<sup>^</sup>Some Raymor products are excluded from the above warranty and are warranted per the Exclusions table below.

#For all clearance, ex-display and items sold “as-is” a fixed 12 month limited warranty is provided on parts and labour only, unless otherwise required by law.

**Raymor Exclusions (Product not included in the above table)**

<b>Category</b>	<b>Warranty Periods#</b>
<b>Surrey Mixers, Tapac Three Piece Tapware, Crest &amp; Coen Toilet Suites, All Directional Showers, Tannah Vanities</b>	5 years - ceramic disc cartridge, ceramic disc SBAs, plastic cistern, vitreous china 1 year - body, shower head, shower arm, plastic handpiece, hose, jumper valve, seals, tails, fittings, finish, plastic cistern, valves, seat, aerators, O-rings, labour

**SCHEDULE B: ITEMS COVERED BY A SEPARATE MANUFACTURER’S WARRANTY**

Your Raymor Warranty does not extend to the items listed below and these items are sold with the specific warranty provided by the manufacturer, in addition to any rights and remedies you may have under the Australian Consumer Law. Please refer to the warranty document (if any) provided by the manufacturer named below or contact the manufacturer for details.

<b>Category</b>	<b>Range</b>	<b>Manufacturer warranty provider</b>
Vanities	Salt, Wentworth	Architectural Designer Products Pty Ltd
	Eco, Hampton	Marquis Bathroom Products Pty Ltd
	Outline, Ease, Stasis, Ocean	Showerama Products Pty Ltd
Water Filters	Filtration Systems	Puretec Pty Ltd
	Cartridges	Puretec Pty Ltd
Brass Cartridge Mixers	Banjo BC	Ramtaps Pty Ltd
Mixers	Alor, Lavas	Phoenix Industries Pty Ltd T/A Phoenix Tapware
Baths & Spa Baths	Aruba, Jamaica, Recline	Decina Bathroomware Pty Ltd
Shower Systems	Trinidad screens, walls	Decina Bathroomware Pty Ltd
	Trinidad, Luna shower bases	Decina Bathroomware Pty Ltd