Product Category	Warranty Provisions	Warranty Period
Mini Stops & Garden Taps	Residential and Commercial Use	15 Years
	Spare Parts and Labour	1 Year

Refer to page 2 for full warranty conditions & definitions.

Reece Product Quality Guarantee

You have purchased a quality product from Reece Australia Pty Ltd ABN 84 004 097 090 (“Reece”).

The benefits given by this warranty are in addition to the other rights and remedies that consumers may have under the Australian Consumer Law and any other applicable laws.

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 coverage

This warranty applies to products supplied by Reece and covers faults in construction, material and assembly.

Products or parts of the product found upon inspection by an authorised Reece representative to be defective in construction, material or assembly, will be repaired or exchanged with an equivalent product free of charge within the warranty period. Removed items become Reece’s property.

All replacement products or parts will be available for collection without charge to the customer at the nearest Reece branch to the customer’s location, or elsewhere as agreed.

This warranty applies to the original purchaser of the product. It may not be extended, assigned or transferred to another person.

Warranty Period

The warranty commences from the date the product is purchased or for new builds on the practical completion date as shown on the handover documentation for the relevant period set out in the Schedule. Installation is deemed acceptance of the product.

Where under this warranty we repair or replace a product or part, the warranty applicable to the repaired or replaced product runs from the date of original purchase. Replacement of a product or part does not restart the warranty period.

Labour

If a labour warranty applies to the product as specified in the schedule labour will be supplied by Reece or the relevant supplier using appropriately qualified tradespeople, subject to reasonable site access safety conditions.

Warranty Conditions

This warranty will apply only under all of the following conditions:

- The product has been installed by a qualified tradesperson in accordance with local regulations.
- Failure is due to a fault in the manufacture of the product.
- Proof of purchase (including the date of purchase) is provided.
- The installation of the product is in accordance with the instructions provided.

The product has been maintained in accordance with the **Reece Bathroom & Kitchen Product Care Guide**, available at www.reece.com.au/warranties, as updated from time to time.

Exclusions

This warranty does not cover:

- Normal fair wear and tear, including scratching, dents or damage to finishes and surfaces from cleaning or continuous use.
- Use of unapproved or non-approved fittings.
- Use of products outside their intended purpose or environment, including without limitation, outdoor use of products designed for indoor installation, use of products in harsh or adverse weather or products used for commercial use where the product is not designated as suitable for commercial application.
- Installation, operation or maintenance of the Product which is contrary to the instructions or standard operating and maintenance procedures issued by Reece, or if no instructions or standard operating and maintenance procedures are issued by Reece then in accordance with generally accepted standards and installation practices.
- Damage caused by accidents, misuse, chemical, electrochemical or electrical influences, absence of care or excessive debris.
- Damage, discolouration or corrosion from ‘hard water’ or other unsuitable or substandard water quality.
- Damage, discolouration or corrosion caused by use of harsh detergents, adhesives, sealants, or abrasive cleaning products, misuse after installation or from failure to follow the instructions provided in the **Reece Bathroom & Kitchen Product Care Guide**.
- Alterations, modifications and repairs of the products carried out by a person other than by a qualified tradesperson.
- Products purchased as an ex display.

Limitation

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

Expenses

If a warranty claim is made and our authorised service agent determines that the issue is not due to a defect for which Reece is responsible, Reece may charge:

- a service fee to cover the cost of attending the premises to assess your claim;
- costs of any replacement and associated labour,

at the ordinary rates of our authorised service agent as applying from time to time.

Claim Procedure

For all warranty claims and related queries, please contact the branch from where the product was purchased.

These details can be found on your purchase invoice. General contact details for Reece are as follows:

Reece Australia Pty Ltd
57 Balmain St
Cremorne VIC 3121
+61 3 9274 0000
admin@reece.com.au

You will be required to provide the following information:

- Your name, address, email address and contact telephone number;
- A clear and detailed description of the defect;
- Proof of purchase;
- Where appropriate, Reece may require you to send digital time stamped photos of the fault.