

## WARRANTY – POSH DOMAINE

Unless otherwise stated warranties for St Michel products are as follows:

**TABLE:** St Michel Warranties

Category	Sub Category	Residential Warranty*	Commercial Warranty**
Tops & Basins	Ceramic Basins	5 Years	1 Year
	Mineral Cast Basins	5 Years	1 Year
	Matte Cherry Pie® Basins	10 Years	1 Year
	Cherry Pie® Tops	10 Years	1 Year
Furniture	Vanities	5 Years	1 Year

\* *Residential Warranty* applies to any St Michel products being utilised in a normal domestic capacity

\*\* *Commercial Warranty* applies to any St Michel products installed in a commercial situation. Commercial situations are defined as public washrooms, public buildings, schools, sports centres, gymnasiums, hospitals, motels, hotels and retirement villages

### What is covered

*Subject to conditions of use.* We warrant our products to be free of substantial defects in materials and workmanship for the warranty period above, from the original date of purchase. This is in addition to the conditions and guarantees of the Consumer Guarantees Act (1993).

In the event of a substantial defect in materials or workmanship, we will, at our sole discretion, repair or replace the defective product or provide a refund up to the original purchase price of the product.

### What is not covered by this warranty

1. Defects resulting from use other than normal residential use, or resulting from the product not being used or cared for in accordance with the Care & Maintenance.
2. Defects that have been caused by accident, abuse, neglect or misuse including (but not limited to) any form of damage including water damage, basin defects caused by water temperature in excess of 55°C. Defects resulting from humidity or other environmental conditions or any Act of God.
3. Defects caused by improper installation. The relevant St Michel installation instructions must have been strictly followed, and the product installed in accordance with the relevant building and plumbing codes and in a good tradesman like manner. We recommend that the product is installed by a Licensed Building Practitioner or Registered Plumber. Electrical installation must be carried out by a registered electrician.
4. Claims by the customer, or anyone claiming through the customer, for labour, material, or any other costs incurred in removed defective goods and refitting any replacement.
5. Noise or vibration that is normal for that particular product, e.g. drawer runner or hinge opening and closing sounds.
6. Damage caused by overloaded drawers or shelves.

Please be aware that in keeping with our policy of continuous improvement, St Michel reserves the right to change the specification in design and materials without notice and with no obligation to refit products or components as previously manufactured.

### How to make a claim

If you wish to make a claim against your warranty, please do so by completing the online Warranty Service Request form by visiting our website [www.stmichel.co.nz/resources/warranty-care](http://www.stmichel.co.nz/resources/warranty-care)

Once we receive your claim we will review it and may contact you for further information. Once we have assessed the claim and determined that it is the result of a defect covered by the warranty, we will arrange for the repair, replacement or refund that we determine to be the best solution.

Please also be aware that if once we visit the site to investigate or repair the product and find that it is not in fact a defect or product fault and therefore not covered by this warranty, that we may charge for the time and travel incurred

**INSTALLERS MAY BE LIABLE**

Installers need to know that under the Consumer Guarantees Act (CGA) they are responsible for any product they supply AND/OR install.

If a Homeowner supplies a product which you believe is not up to the job, **you must say so.**

If a product or service, provided by you, fails any CGA guarantees, the Consumer can ask for the job to be fixed at no extra cost. If the repair takes more than a reasonable time to fix, the Consumer can arrange the repair and claim the cost from you, or cancel the job and refuse to pay for the work done.

ALSO if the work has caused other loss or damage, you may also be liable for consequential loss.

**Always buy a recognised brand from a recognised merchant. [WWW.PDANZ.ORG.NZ](http://WWW.PDANZ.ORG.NZ)**

Product no.

Product Name:

Date purchased:

Purchased from:

**st.michel**  
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