

## Warranty Conditions

Product Category	Warranty Period	Warranty Provisions
Tapware	7 Years	7 Years Domestic Use 12 Months Commercial Use 7 Years Cartridge Replacement Only 12 Months Parts & Labour
Kitchen Sinks Laundry Troughs	7 Years	7 Years Domestic Use 12 Months Commercial Use 12 Months Parts & Labour
Accessories	7 Years	7 Years Domestic Use Replacement Only 12 Months Commercial Use Replacement Only 12 Months Parts Replacement Only
Basins	7 Years	7 Years Domestic Use 12 Months Commercial Use 12 Months Parts & Labour
Vanity Units	12 Months	12 Months Domestic Use - Cabinet Only (Door & Drawer alignment not included) 12 Months Commercial Use 12 Months Parts & Labour
Toilets	10 Years	10 Years Domestic Use 12 Months Commercial Use 12 Months Toilet Seat Replacement Only 12 Months Parts & Labour
Showers	7 Years	7 Years Domestic Use 12 Months Commercial Use 12 Months Parts & Labour (including handpiece only)
Wastes	12 Months	12 Months Domestic Use 12 Months Commercial Use 12 Months Parts Replacement Only
Shower Bases Shower Systems & Screens	7 Years	7 Years Domestic Use 12 Months Commercial Use 12 Months Parts & Labour
Baths	10 Years	10 Years Domestic Use 12 Months Commercial Use 12 Months Parts & Labour

Above warranty terms are for purchases on or after 1st October 2023. For warranty terms prior to this date, please contact the branch where the product was purchased.

Access to waste needs to be made available in the event it may require replacement.

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").

### Domestic Use

This warranty covers faults in product construction, materials and assembly supplied for Domestic Use. For the purposes of this warranty 'Domestic Use' means use for all residential or personal accommodation applications such as private dwellings, hotels, motels and retirement villages.

Products which are 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 outlined in the table on page 1. Replaced items become Reece's property.

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

### Spare Parts & Labour

The labour for the replacement of products and spare parts to which this warranty applies will be supplied by Reece or relevant supplier using licensed plumbers engaged by Reece or relevant supplier.

Spare parts found upon inspection by an authorised Reece representative to be defective in construction, material or assembly, will be replaced free of charge.

### Warranty Conditions

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

- The item has been installed by a plumber or tradesperson licensed to install this product
- The item has been installed for and subjected to domestic use only
- 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

This warranty does not cover products purchased as an ex-display without being fully checked and tested for sale by the manufacturer.

This warranty does not include faults caused by:

- Unsuitable or improper use
- Incorrect installation or installation not in accordance with the instructions provided
- Installation or part installation by the purchaser or any person other than a licensed plumber or tradesperson licensed to install this product
- Normal wear and tear
- Inadequate or complete lack of maintenance
- Chemical, electrochemical or electrical influences
- Harsh detergents or abrasive cleaners used on product finishes

### Commercial Use

For the purposes of this warranty 'Commercial Use' means anything other than Domestic Use, including use in commercial applications in commercial or non-residential premises, public buildings such as schools and sports centres, and in other commercial establishments such as hospitals and restaurants.

The Commercial Use warranty covers this product against manufacturing faults in the construction, material and assembly of both the finished products and any spare parts. Products and spare parts which are found upon inspection by an authorised Reece representative to be defective in construction, material or assembly will be repaired or exchanged free of charge.

Replaced items become Reece's property. The labour for the replacement of products and spare parts to which this warranty applies will be supplied by Reece or relevant supplier using licensed plumbers engaged by Reece or relevant supplier. The Warranty Conditions and exclusions which apply to the domestic use warranty also apply to this commercial warranty.

### Exclusions

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.

### Claim Procedure

For all warranty queries customers are to contact the branch 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

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.