

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.

Par Taps' warranty covers the repair and/or replacement of any product which is defective through faulty workmanship or faulty materials. Our warranty is in addition to other rights and remedies available to the customer under law. The warranty period commences from date of purchase. In order to make a warranty claim you must follow the steps listed below. Your claim will then be considered and processed. Please note that you are responsible for the cost of returning the goods to Par Taps unless this involves unreasonable cost in which case Par Taps will make necessary arrangements for collection/inspection. Par Taps will decide the steps necessary to rectify the problem which may involve a repair, a replacement or a refund. Par Taps will not be liable for any claim/s for labour, additional products or parts associated with alleged faulty product or for work not approved by Par Taps save for those covered by the Australian Consumer Law. Should a warranty claim be made and attended to by a Par Taps service agent and the fault is deemed to be due to an improper installation or due to other goods used in conjunction with the goods, Par Taps reserves the right to charge a call out fee and, if the service agent repairs the product, an additional service fee will be payable by the owner of the residence where the goods have been installed.

To the extent permitted by law, Par Taps will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the products or components. Any warranty shall be void due to any of the following occurring:

- Products not installed by a licensed plumber.
- The inability to provide proof of purchase or documents with the adequate information
- Tapware exposed to water pressures and or temperatures that exceed stated limitations as per the product Installation instructions
- Isolation stop valves not fitted as stated on installation instructions
- Products not installed in accordance with the manufacturer's installation instructions
- Products used for incorrect applications, non-potable water etc
- Damage as a result of debris/particles due to inadequate flushing of system prior to installation
- Failure to clean and/or replace aerator insert
- Damage to finishes by abrasive chemicals, sealants etc
- Damage to finishes during installation or post installation
- Failure to observe manufacturer's care and cleaning instructions.

Par Taps' Warranty Period on all purchases from 1 March 2017

PRODUCT	WARRANTY PERIOD	WARRANTY DETAILS
Mixers / Tapware	10 Years	Mixer Cartridge/Ceramic Disc. Part Only. Replacement part/s excluding general wear and tear Note: *Excludes Jumper Valves, O-rings, Aerators & Washers.
	1 Year	Labour
Showers	5 Years	Replacement part/s excluding general wear and tear
	2 Years	Replacement Part Shower Hose Only
	1 Year	Labour - Excluding Hose, General wear and tear
Accessories / Wastes	1 Years	Replacement Part/s
Finishes	7 Year	Chrome Only
	1 Year	Other Finishes^ ^ Excludes any finishes that will naturally patina with time.
Commercial	1 Year	Replacement Parts Only

Warranty Contact Details:

All claims are to be made to Par Taps Pty Ltd via our website - <https://partaps.com.au/warranty/customer-warranty-claim/> and we contact you within 1-2 business days.

