WARRANTY

NOTE: Unless otherwise stated warranties for ADP products are as follows:

PRODUCT	DOMESTIC WARRANTY	COMMERCIAL WARRANTY
Cabinets - Vanities, Tallboys & Ensembles, Mirrored Cabinets (excluding mirror)	10 years (1 year Parts & Labour)	1 year
Cherry Pie / Durasein / Caesarstone benchtops	10 years (1 year Parts & Labour)	1 year
Acrylic Tops / Cast Marble Tops / Solid Surface Tops	7 years (1 year Parts & Labour)	1 year
Ceramic Moulded Tops	5 years (1 year Parts & Labour)	1 year
Solid Surface Basins	7 years (1 year Parts & Labour)	1 year
Ceramic Basins	1 year (1 year Parts & Labour)	1 year
Natural Stone Basins	5 years (1 year Parts & Labour)	1 year
Concrete Basins	3 years (1 year Parts & Labour)	1 year
Baths	7 years (1 year Parts & Labour)	1 year
Toilets	10 year (1 year Parts & Labour)	1 year
Mirrors (including mirrored surfaces on cabinets)	1 year (1 year Parts & Labour)	1 year
Stainless Steel Sinks	15 years	1 year
Granite Composite Sinks	10 years	1 year
Ceramic Butlers Sinks	7 years	1 year
Hardware	7 years (1 year Parts & Labour)	1 year
Electrical / Lighting / Plumbing Fittings	1 year (1 year Parts & Labour)	1 year
Tapware		
Cartridge	15 years	1 year
Body (against manufacturing faults and flaking)	7 years	1 year
Parts and Labour	2 years	1 year
Bathroom Accessories	7 years	1 year

Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure upon inspection by an authorised representative where a product is found to be defective in construction, material or assembly. 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, free of charge.

CONDITIONS

1. Items must be installed by a licensed tradesperson.
2. Failure is due to a fault in the manufacture of the product.
3. Proof of purchase is provided.
4. The installation of the product is in accordance with the instructions provided.
5. Items must not be modified, including removing flow controllers from shower heads or tapware.

Please report any issues with your product within 48 hours of receiving your goods, no claims will be considered after this time. No claims for damages or wrong product will be recognised after installation.

EXCLUSIONS

To the fullest extent permitted by law, the manufacturer excludes all liability for damage or injury to any person, damage to any property and any indirect consequential or other loss or damage. Manufacturer will not be liable for the cost of installation or removal of any unit and the warranty will be VOIDED if damage occurred during or after INSTALLATION or a damaged or incorrect unit has been installed. Door and drawer adjustment; 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 tradesperson; Normal wear and tear; Inadequate or complete lack of maintenance; Tampering with or modifying the product, including removing the flow controller from shower heads or tapware; chemical, electrochemical or electrical influences; excessive heat damage or Harsh detergents or abrasive cleaners used on product finishes, are NOT considered a warranty issue. **Water damage is not covered under ADP Warranty.**
Acrylic, Ceramic and Solid Surface basins and tops have a maximum water temperature of 65°C, Cast Marble has a maximum water temperature of 70°C, water temperatures above this will void warranty.

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) or go to www.adpaustralia.com.au/warranty-support to submit a claim.

WARRANTY

SERVICE CALL OUT FEES & CHARGES

In the event of a call out for issues covered under the ADP manufacturer warranty, no call out fees will apply.

If ADP is called out and the cause of the issue falls within the warranty exclusions or the installation instructions have not been adhered to, the following charges will apply:

Call out fee: $198.00 initial cost, first 15 minutes included.

Service time onsite: $24.75 / billed in 15 minute increments.

Call out times: Business hours 9am - 5pm.

Note: Response time will depend on technician availability.

WARRANTY AGREEMENT - HOME OWNER TO KEEP

IMPORTANT: Warranty form to be completed by a licensed qualified tradesperson responsible for the intsallation of this unit.
Any warranty will be VOIDED if unit is not installed by a licensed qualified tradesperson.

Cabinet Installed by: _____ Phone: _____

Trade & license number: _____ Date: ____/____/____

Product name/description: _____ Purchase Date: ____/____/____

Product Warranty Number (found on door or drawer inside unit): ☐☐☐☐☐☐