

Lifetime Warranty Registration Terms and Conditions

Linsol Pty. Ltd/Artdesign by Linsol Pty. Ltd

AUSTRALIAN WARRANTY FOR DOMESTIC RESIDENTIAL USE (eg. Homes, units, apartments, townhouses, etc)

Linsol warrants that the following products manufactured by Linsol and supplied in Australia by an authorised Linsol supplier and used for domestic residential purposes only will be free from defects in materials and workmanship for the lifetime of the product subject to the below conditions.

Only the below products can be registered for a lifetime warranty, and the lifetime warranty does not commence unless confirmed in email or writing by Linsol

1. Mixers (excluding 'Banjo Range')
2. Bathspouts
3. Accessories (as listed on the website)

All warranties are retrospective and cannot be updated at a later date or the address changed from that address on the original receipt of registration for the lifetime warranty.

All warranties are subject to the normal terms and conditions as listed with that product on the website or contained within the packaging of the product.

The benefits offered by this warranty are in addition to your rights and remedies under the Australian Consumer Law. 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. This warranty will not cover any damage to the product due to misuse, negligence, improper installation, inadequate maintenance or other abuse or misuse.

HOW TO MAKE A WARRANTY CLAIM

To claim under this warranty:

1. contact either Linsol or the authorised Linsol supplier from whom the product was purchased.
2. provide proof of purchase (such as a copy of the purchase receipt) at, or prior to, the inspection of the product by the Linsol Agent;
3. provide to the Linsol Agent all known relevant details of the model, finish and nature of the problem to assist with the identification and rectification of any fault;
4. make an arrangement with the Linsol Agent to have the product inspected at the location where the product was delivered or installed, or to have the product returned to the place of purchase for inspection by the Linsol Agent, during the warranty period.

(Please note: Before removing an item for inspection it is best to check with Linsol if this is required)

Linsol provides service calls within metropolitan regions and also within the normal operating areas of the nearest Linsol retailer, using Linsol's or their nominated Service Agent. This service is conditional on being provided during normal working hours of the Linsol Agent or their nominated Service Agent. Where service calls are unavailable then arrangements for repair or replacement of product will be at the discretion of Linsol.

Linsol reserve the right to request return of faulty products for inspection prior to a service being undertaken for the warranty request.

Linsol reserves the sole right to determine whether a product contains any defects in materials or workmanship covered by this warranty.

COSTS

Linsol will bear any expenses incurred for claims under this warranty, excluding:

1. any costs incurred by a Linsol or their nominated Service Agent (including the cost of any service call) due to you incorrectly identifying the product or nature of the problem or being absent for a mutually agreed appointment;
2. any and all travel costs and expenses incurred or charged by Agent or their nominated Service Agent in connection with being absent for a mutually agreed appointment;
3. any inspection of the product outside metropolitan areas or outside the normal operating areas of the nearest authorised Linsol Agent.

Any claim for expenses incurred in making a claim under this warranty should be sent to Linsol in writing at the address listed below.

EXCLUSIONS

This warranty does not cover:

1. any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, or installation by a non-licensed plumber or the fitting of other devices to the outlet of tapware;
2. any defects or injury caused by or resulting from installation of product into situations outside of the Australian standards for plumbing installation: AS/NZ 3500 limiting maximum static inlet pressure of all supply lines to 500Kpa to point of installation;
3. any defects or injury caused by or resulting from products installed in a way that was contrary to any applicable national, state or local standards or regulatory requirements;
4. any defect, damage or injury caused by or resulting from the effects of hard water, inadequate flushing of system, or failure to clean and replace outlet aerator inserts or other alterations or modifications which affect the reliability or performance of the product;
5. damage to finishes by epoxies, adhesives, harsh cleansers or sealants;

6. the effects of poor water quality and chemical attack which will affect the longevity of the product;
7. defects or injury caused by or resulting from installation of product in situations outside of the Australian standards for plumbing installation;
8. any defect or injury caused by an act, default or omission of, or any representation made by, any person other than Linsol or an employee or agent of Linsol
9. ownership of the product is not transferrable

Lifetime Warranty applies for qualifying products purchased on or after the 1st January 2016

CONTACT

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