WARRANTY CONDITIONS

This extended warranty only covers RF Bathroom & Kitchen Products Pty Ltd ("RF") products, including MODE.
This extended warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Products and does not apply to other defects which may have arisen as a result of, without limitation, the following: accidental damage, abuse, misuse, maltreatment, abnormal stress or strain, harsh or adverse weather conditions, including excessive water pressure or temperature, or neglect of any kind of the Products. Alterations and repairs of the Products other than by an accredited and licensed service agent or technician are not covered.

Note: The extended warranty only applies to the original owner and is not transferable. In addition to this extended warranty, certain legislation (including the ACL) may give you certain rights which cannot be excluded, restricted or modified, this extended warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

WARRANTY CLAIMS

To make a warranty claim, the following documentation must be posted, faxed or emailed to RF Bathroom & Kitchen Products Pty Ltd (contact details listed below):

- Proof of Purchase including where purchased and date of purchase;
- Full Details of the warranty claim being made;
- Your contact details.

If the Product has not been installed, the Product can be returned with Proof of Purchase, to the place of purchase. If the cost of returning any defective product is unreasonable, please contact RF on the telephone number listed below so that, if appropriate, we can arrange a collection.

RF Bathroom & Kitchen Products Pty Ltd contact details are as follows:
7 Mickle St Dandenong south 3175
PO Box 6228 Dandenong 3164
T: 03 9706 4775
F: 03 9706 4772
E: rfbath@bigpond.com

Should any warranty claim be made and attended to by an RF authorised Service Agent and that in the opinion of the Service Agent or RF the problem was from faulty installation or use of the Products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods for which RF responsible, RF Bathroom & Kitchen Products Pty Ltd reserves the right to charge a service fee for each service staff attending the premises where Products have been installed. RF reserves the right to make changes to its Products at any time and requires adequate access to Products, fittings and fixtures to undertake extended warranty repairs. RF will not be responsible for any consequential damage or costs where adequate access to Product fittings & fixtures is not accessible.

CONSEQUENTIAL LOSS

To the extent permitted by law, RF 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.
This Extended Warranty shall be void for the following reasons:

1. A customer's inability to provide Proof of Purchase or equivalent documentation.
2. If:
   - Products are not installed by a licensed plumber and/or electrician.
   - Products are not installed to relevant National Standards and State Regulations.
   - Fair wear and tear including scratching from cleaning etc.
   - Non written approved modifications to the Products.
   - Products used for incorrect applications.
   - Damage to finishes by adhesives, sealants or abrasive cleaners etc.
   - Damage to finishes which arise from installation or post installation use.
   - Damage due to abuse as determined by authorised Service Agent or RF.
   - Failure to observe manufacturers care and cleaning instructions.

Except to the extent that a customer can demonstrate that at the time of purchase the product was faulty or defective and at that time the customer was not aware of such fault or defect.

Note: It is the installer/consumers responsibility to ensure:

- Product is not damaged prior to installation.
- The product has all of its components.
- Required maintenance is performed.

In addition to this Extended 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.

WARRANTY PERIODS

While all RF Bathroom & Kitchen Products Pty Ltd ("RF") products are manufactured to the highest standard, we offer varying extended warranty periods (please refer to below table) from the date of purchase that our Products are free from all defects in materials and workmanship.

- Sinks: 25 years.
- Laundry Tubs: 25 years.
- Laundry Cabinets: 5 Years Metal & 1 year Timber.
- Basins : 5 Years.
- Vanity Units: 5 Years Tops & 1 Year Cabinets.
- Shower Units: 5 Years.
- Mirrors & Shaving Cabinets: 1 Year.
- Pop Up Wastes: 1 Year.