

Warranty

Auscan Imports Pty Ltd (Auscan) ABN 95 001 842 904 of Unit 2, 11 Gibbes St, Chatswood NSW 2067, provides the following warranty for all showers and shower accessories purchased in Australia for use in domestic or commercial installations. Commercial installations are all non-residential installations including hotels, motels, factories, offices, schools, hospitals and aged care facilities.

Warranty Information

If during the warranty period set out below a product becomes faulty a claim may be made, subject to the warranty conditions, by returning the product to the place of purchase or directly to Auscan at Unit 2, 11 Gibbes St, Chatswood NSW 2067 with valid proof of purchase. Should the product not be able to be returned due to installation contact Auscan at sales@auscanimports.com.au or 02 9882 1888.

Warranty Periods

- 5 Years - Domestic / Residential Installations
- 1 Year - Commercial Installations

Auscan will (at its cost) either repair or replace (at Auscan's discretion) the product. Auscan will pay for shipment of the repaired or replaced product to you.

This warranty is applicable only on products purchased and installed in Australia.

This warranty is provided in addition to the other rights and remedies you may have under law: our products come with guarantees which cannot be excluded under Australian Consumer Law. You are entitled to replacement or refund for a major failure and to compensation for 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 Conditions

The warranty is subject to the following conditions and may not apply if:

- the product is not installed in accordance with Auscan's installation instructions.
- the product is not installed in accordance with the relevant Australian Standards and Building Codes.
- standards or regulations governing sewerage, plumbing, water supply and gas applicable to the location of the particular plumbing installation are not observed. This includes (without limitation) the Australian Standards (AS/NZ 3500.1-2003, Clause 3.3.4) which specify that water pressure must be limited to 500 kpa on any new home, extension or renovation. The recommended operating pressure for shower hoses is between 150-500 kpa (with the maximum pressure to be at 500 kpa).
- the product has been tampered with or repaired (other than by or on behalf of Auscan) in any way.
- damage is a result of misuse or product neglect.