



Warranty Terms & Conditions

**KITCHEN
BATH⁺
BROOM**

Your Details

Your Name	
Address	
Builders Name	
Builders Phone Number	
Handover Date	

List Of Product(s) Installed

Terms of Warranty

Abey Australia Pty Ltd (A.B.N 34 004 589 879 (Abey)), warrants to the original purchaser of the product that under proper care, domestic/residential use and maintenance the products supplied by Abey, will be free from defects in workmanship and materials subject to the terms and conditions which follow. Abey's warranty only applies to the original owner and is not transferable.

Whilst our products are manufactured to the highest standard, our warranty is in addition to other rights and remedies that you have under Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)).

Warranty Conditions and Exclusions

Abey and the manufacturer are continually seeking ways to improve design specifications, aesthetics and production techniques of our products. As a result, alterations to the specifications and dimensions of our products occur continually. Abey reserves the right to modify warranty provisions without prior notification. Warranty coverage will be determined by the warranty provisions at the time of the claim.

Should any warranty claim be made and attended by an Abey authorised Service Agent and that in the opinion of the Service Agent or Abey, the problem was from faulty installation or the use of Products in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the goods which Abey is responsible. Abey Australia reserves the right to charge a service for each service staff attending the premises where products have been installed.

Abey Australia requires adequate access to Products, Fittings and Fixtures to undertake warranty repairs. Abey will not be responsible for any consequential damage or costs where adequate access to Product Fittings and Fixtures is not accessible.

To the extent permitted by law, Abey Australia will not be responsible for any consequential 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

Abey will not be responsible for any costs associated with warranty work undertaken without our knowledge and prior approval.

Stainless Steel Sinks

It is the installer/consumers responsibility :

Installation of any sink is the responsibility of the customer or the customer's installer. We highly recommend installation (in particular flush mount installations) to be done by qualified and experienced plumbers, stonemasons or cabinet makers. All plumbing connections to the sink must be undertaken by a qualified plumber or cabinet maker;

ALWAYS check the sink for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical product measurements for cut-outs – the manufacturer's template is supplied as a guide only and may differ over time;

ALWAYS check to ensure the product has all of its components;

By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust;

Stainless Steel Sink Warranty will be void if:

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a qualified and experienced stonemason or cabinet maker and if a licenced plumber or cabinet maker does not connect the plumbing fittings;
3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
4. The product's serial number has been removed, defaced, changed or tampered with in any way;
5. The product has been modified or altered outside the original factory specifications;
6. Scratching, denting, rusting, spotting or discolouration is not covered by Abey's 25 year warranty. Abey's maintenance hints and installation instructions to protect the stainless steel must be followed;
7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
8. There has been any damage to the product (including but not limited to corrosion) due to misuse, negligence, improper maintenance or other abuse or misuse;
9. There has been damage to the stainless steel by physical or chemical products. This includes, but not limited to, metallic souring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining, discolouration or corrosion of the surface.

Chambord Ceramic Sinks

It is the installer/consumers responsibility:

Installation of any sink is the responsibility of the customer or the customer's installer. We highly recommend installation to be done by qualified and experienced plumbers, stonemasons or cabinet makers. All plumbing connections to the sink must be undertaken by a qualified plumber or cabinet maker;

ALWAYS check the sink for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical product measurements for cut-outs – the manufacturer's template is supplied as a guide only and may differ over time;

ALWAYS check to ensure the product has all of its components;

By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, cracks, chips, spotting and discolouration;

The Chambord Ceramic Sink Warranty will be void if:

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a licensed cabinet maker or stonemason. All plumbing connections must be installed by a licenced plumber or cabinet maker;
3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
4. The product's serial number has been removed, defaced, changed or tampered with in any way;
5. The product has been modified or altered outside the original factory specifications;
6. Scratching, chipping or discolouration is not covered by the Chambord Ceramic Sink warranty. Chambord's maintenance hints and installation instructions to protect the Sink must be followed;
7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
8. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
9. There has been damage to the Chambord Sink by physical or chemical products. This includes, but not limited to, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

Schock Granite Sinks

It is the installer/consumers responsibility:

Installation of any sink is the responsibility of the customer or the customer's installer. We highly recommend installation to be done by qualified and experienced plumber, stonemasons or cabinet makers. All plumbing connections to the sink must be undertaken by a qualified plumber or cabinet maker;

ALWAYS check the sink for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical product measurements for cut-outs – the manufacturer's template is supplied as a guide only and may differ over time;

ALWAYS check to ensure the product has all of its components;

By installing the sink, the owner accepts that the product is free of blemishes or imperfections including scratches, cracks, chips and discolouration;

The Schock Granite Sink Warranty will be void if:

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a licensed plumber, cabinet maker or stonemason. All plumbing fittings must be connected by a qualified plumber or cabinet maker;
3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
4. The product's serial number has been removed, defaced, changed or tampered with in any way;
5. The product has been modified or altered outside the original factory specifications;
6. Scratching, chipping or discolouration is not covered by the Schock Sink warranty. Schock's maintenance hints and installation instructions to protect the Sink must be followed;
7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
8. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
9. There has been damage to the Schock Sink by physical or chemical products. This includes, but not limited to, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

Kitchen & Bathroom Tapware and Showers

It is the installer/consumers responsibility :

Installation of any Kitchen or Bathroom Tapware and Shower Product is the responsibility of the customer or the customer's installer;

ALWAYS check the Product for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS check to ensure the product has all of its components prior to installation;

By installing the Tapware or Shower, the owner accepts that the product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust;

The Kitchen & Bathroom Tapware and Shower Warranty will be void if:

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a licensed plumber;
3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
4. Water pressures and or temperatures that exceed limitations as per the product installation instructions. NOTE: AS/NXZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations;
5. Damage as a result of obstructions due to inadequate flushing of all water supply lines before use and problems caused by water supply (including excess water pressure, silt or corrosion);
6. Isolation stop taps are not fitted as stated on manufacturer's installation instructions;
7. Non-installation of flow regulators in Tapware and Showers or regulated check valves in hand showers or pull-out mixers;
8. The product's serial number has been removed, defaced, changed or tampered with in any way;
9. The product has been modified or altered outside the original factory specifications;
10. Fitting of other devices to the outlet of Tapware (eg Water Filters);
11. Failure to regularly clean or replace dirty or blocked outlet aerator inserts in Tapware or Shower Heads;
12. Fair Wear and Tear, scratching, chipping or discolouration is not covered by Abey's warranty. Maintenance hints and installation instructions to protect the Tapware and Shower products must be followed;
13. There has been any damage to the product that may have been caused during shipping, delivery or installation;
14. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;

15. There has been damage to the product by physical or chemical products. This includes, but not limited to, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

Appliances – Ovens ,Cooktops & Made To Measure

It is the installer/consumers responsibility:

Installation of the Oven or Cooktop is the responsibility of the customer or the customer's installer;

ALWAYS check the Product for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS use the physical products measurements for cut-outs – the manufacturer's template/drawings is supplied as a guide only and may differ from the products measurements over time;

ALWAYS check to ensure the product has all of its components prior to installation;

By installing the Oven or Cooktop the owner accepts that the product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust;

The Oven or Cooktop Warranty will be void if:

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a licensed Electrician or licensed Gas Plumber;
3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
4. The product's serial number has been removed, defaced, changed or tampered with in any way;
5. The product has been modified or altered outside the original factory specifications;
6. Fair Wear and Tear, scratching, chipping or discolouration is not covered by Abey's warranty. Maintenance hints and installation instructions to protect the Oven, Cookerhood and Cooktop product must be followed;
7. There has been any damage to the product that may have been caused during shipping, delivery or installation;
8. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
9. There has been damage to the product by physical or chemical products. This includes, but not limited to, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.

Toilets, Baths and Basins

It is the installer/consumers responsibility:

Installation of any Toilet, Bath or Basin Product is the responsibility of the customer or the customer's installer;

ALWAYS check the Product for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer;

ALWAYS check to ensure the product has all of its components prior to installation. By installing the Toilet, Basin or Bath, the owner accepts that the product is free of blemishes or imperfections including scratches, warping, dents, spotting and discolouration. Tolerance/size variation on all of our products is based on the International Standard of (+/-) 5mm.

The Toilet, Bath or Basin Warranty will be void if:

1. The customer cannot provide proof of purchase or equivalent documentation;
2. The product is not installed by a licenced plumber;
3. The product is not installed according to relevant National Standards and State Regulations, Abey's installation instructions, information or advice provided by Abey;
4. Damage as a result of obstructions due to inadequate flushing of all water supply lines before use and problems caused by water supply (including excess water pressure, silt or corrosion);
5. The product's serial number has been removed, defaced, changed or tampered with in any way;
6. The product has been modified or altered outside the original factory specifications;
7. Failure to regularly clean or replace dirty or blocked valves in Toilet Cisterns;
8. Fair Wear and Tear, scratching, chipping or discolouration is not covered by Abey's warranty. Maintenance hints and installation instructions to protect the Toilet, Basin and Bath products must be followed;
9. There has been any damage to the product that may have been caused during shipping, delivery or installation;
10. There has been any damage to the product due to misuse, negligence, improper maintenance or other abuse or misuse;
11. There has been damage to the product by physical or chemical products. This includes, but not limited to, cleaning products inserted into toilet cisterns, metallic scouring pads and steel wool pads, cast iron, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface.
12. DO NOT use concrete, sand and cement mix or any other similar product when installing Toilet Pans.

Warranty Periods (As of July 13, 2020) Previous update Sept 1, 2019

Warranty applies to the use of products listed below. The warranty period commences on the date of purchase or, for new homes, the date of handover, See our Terms of Warranty, Conditions & Exclusions on our products at the start of this document for further details.

Kitchen Sinks	
Brand	Warranty
Abey	25 Years
Barazza	25 Years
Schock	25 Years
Chambord & Solaire	7 Years

Tapware	
Brand	Warranty
Gessi	<ul style="list-style-type: none"> • 15 years Cartridge • 5 years Product or Parts • 2 years Labour • 5 years on Finishes
Gessi Emporio	<ul style="list-style-type: none"> • 15 years Cartridge • 5 years Product or Parts • 2 years Labour • 5 years on Finishes
Armando Vicario	<ul style="list-style-type: none"> • 15 years Cartridge • 5 years Product or Parts • 1 year Labour • 3 years on Finishes
Gareth Ashton & MixMaster	<ul style="list-style-type: none"> • 15 years Cartridge • 5 years Product or Parts • 1 year Labour • 3 years on Finishes
Schock Alfresco	<ul style="list-style-type: none"> • 3 years Cartridge • 3 years Products or Parts • 1 year Labour • 3 years on Finishes

Showers

Brand	Warranty
Gessi	<ul style="list-style-type: none"> • 5 years Parts • 2 years Labour • 5 years on Finishes
Gessi Emporio	<ul style="list-style-type: none"> • 5 years Parts • 2 years Labour • 5 years on Finishes
Armando Vicario	<ul style="list-style-type: none"> • 5 years Parts • 1 year Labour • 3 years on Finishes
Gareth Ashton	<ul style="list-style-type: none"> • 5 years Parts • 1 year Labour • 3 years on Finishes

Bathroom Accessories

Brand	Warranty
Gessi	<ul style="list-style-type: none"> • 5 years on Faulty Parts • 5 years on Finishes
Gessi Emporio	<ul style="list-style-type: none"> • 5 years on Faulty Parts • 5 years on Finishes
Armando Vicario	<ul style="list-style-type: none"> • 5 years on Faulty Parts • 3 years on Finishes
Gareth Ashton	<ul style="list-style-type: none"> • 5 years on Faulty Parts • 3 year on Finishes

Cooktops, Ovens & Made To Measure

Brand	Warranty
Barazza	<ul style="list-style-type: none"> • 5 years

Toilets, Basins & Baths

Brand	Warranty
Gessi	<ul style="list-style-type: none"> • 5 years on Faulty Materials • 1 year on Parts
Mastella	<ul style="list-style-type: none"> • 5 years on Faulty Materials • 1 year on Parts
Gareth Ashton Vitreous China Toilets & Basins	<ul style="list-style-type: none"> • 5 years on Ceramic • 1 year on Parts
Gareth Ashton Clearwater Baths & Basins	<ul style="list-style-type: none"> • 10 years on ClearStone & Natural Stone • 1 year on Parts
Burlington China Basins	<ul style="list-style-type: none"> • 5 years on Ceramic • 1 year on Parts

Warranty Claims Process

Warranty Claims only cover products that are installed. If the product has not been installed, please return to the product to the place of purchase.

To process a Warranty Claim with Abey Australia, the process is as follows:

1. Scan and save your proof of purchase/invoice;
2. Log on to the Abey Australia website www.abey.com.au
3. Go to the After Sales & Service section located at the bottom of the home page www.abey.com.au/after-sales/;
4. Click on “I am a consumer or tradesperson”
5. Read the Terms of Warranty, Exclusions and Conditions relevant to your product;
6. Acknowledge that you have read the Terms of Warranty;
7. Complete the online form and submit;
8. Upon completion, a warranty claim number will be sent to the nominated email address. Please use this number for all future correspondence with Abey Australia.

Please allow up to 2 working days for an Abey Australia Warranty Representative to contact you about your claim.