



# Wash Basin Warranty Policy

## Consumer Warranty Information

Warranty Provider	Fluva Bath
Email	clinton@fluvabath.com
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Website	www.fluvabath.com

Fluva wash basins are designed for reliable daily use and are covered by this limited warranty from the date of purchase. This warranty applies to manufacturing defects under normal residential use and is provided in addition to your rights under the Australian Consumer Law.

**This warranty covers goods only. Unless required by law or agreed in writing, it does not include installation, removal, reinstallation, call-out fees or third-party service fees.**

## 1. Warranty Coverage

Component	Warranty Period
Ceramic, vitreous china or fine fireclay basin body	10 years
Acrylic solid surface or stone composite basin body, where supplied by Fluva	2 years
Glaze, surface finish or visible coating	2 years
Waste, plug, overflow accessory or fittings supplied with the basin	1 year

The warranty period starts from the original date of purchase. Proof of purchase is required for all warranty claims.

## 2. What Is Covered

This warranty covers defects caused by materials or manufacturing issues, including:

- Basin body defects caused by manufacturing faults.
- Glaze or surface finish defects caused by manufacturing faults.
- Waste, overflow or accessory faults where the part was supplied by Fluva and failed under normal use.
- Product faults that occur despite correct installation and normal residential operation.

Where a valid warranty claim is confirmed, Fluva may repair the product, provide replacement parts, or replace the product with the same or an equivalent model, depending on the nature of the fault and the remedy required under the Australian Consumer Law.

## 3. What Is Not Covered

This warranty does not cover damage or faults caused by:

- Incorrect installation or installation not completed in accordance with the installation instructions.
- Installation by unlicensed or unqualified tradespeople where licensed installation is required.
- Incorrect plumbing, drainage incompatibility, unsuitable support, poor sealing or site conditions.
- Chips, scratches, impact damage, stains, burns, thermal shock, misuse, negligence or improper handling.
- Unauthorised repair, modification, drilling, cutting or alteration after supply.
- Use of harsh, acidic, abrasive, corrosive or unsuitable cleaning products.
- Blockage, scale build-up, water staining, poor water quality or lack of reasonable maintenance.
- Normal wear and tear, colour variation, natural ageing or gradual finish change over time.
- Commercial, public, rental or high-frequency use unless otherwise agreed in writing.

A warranty claim may be declined to the extent that the fault or damage was caused by any of the above circumstances.

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### 4. Installation and Maintenance Requirements

To maintain warranty coverage, the basin must be installed correctly and in accordance with the installation instructions. Where plumbing work is required, installation must be completed by a licensed plumber.

Before installation, the customer or installer should confirm:

- Product dimensions, counter cut-out, clearance space and compatibility with the installation area.
- Waste size, overflow type, tap hole configuration and drainage compatibility.
- Adequate support, sealing, levelling and protection against movement.
- Compatibility with tapware, waste and other fittings before installation.
- Final inspection for chips, cracks or visible defects before installation is completed.

Clean with a soft cloth and mild, non-abrasive cleaner. Do not use acidic cleaners, bleach, abrasive pads or corrosive products.

Proof of installation may be required when making a warranty claim.

### 5. How to Make a Warranty Claim

To make a warranty claim, please contact Fluva and provide the following information:

1. Proof of purchase.
2. Product model name or model number.
3. Purchase date.
4. Installation photos.
5. Photos or videos clearly showing the issue.
6. Installer details or installation invoice, if requested.

Once the claim is received, Fluva will assess the issue and may provide troubleshooting advice, replacement parts or product replacement where appropriate.

### 6. Assessment and Service Process

1. Initial assessment: Fluva may ask for photos, videos, installation records or other information to understand the issue.
2. Troubleshooting: For minor issues, Fluva may provide remote troubleshooting guidance or replacement parts.
3. Support: If required, Fluva may recommend appropriate service options. This warranty does not automatically include labour or on-site service unless required by law or agreed in writing.
4. Resolution: If the claim is accepted, Fluva will provide an appropriate remedy in accordance with this warranty and the Australian Consumer Law.

### 7. Expenses and Reimbursement

Customers are responsible for the initial costs of contacting Fluva and providing reasonable information required to assess a claim, such as photos, videos, proof of purchase and installation records.

If a warranty claim is accepted, Fluva will cover the cost of approved replacement parts or replacement goods during the applicable warranty period. Do not arrange third-party repairs or incur service costs without Fluva's prior written approval, unless required by law. Reimbursement of approved expenses may require a valid tax invoice or receipt.

### 8. Australian Consumer Law Notice

This warranty is provided in addition to the rights and remedies available to consumers 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 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.