



Tapware & Bathroom Hardware Warranty Policy

Consumer Warranty Information

Warranty Provider	Fluva Bath
Email	clinton@fluvabath.com
Phone	0456 626 639
Address	Unit 3, 5 Ferndell Street, South Granville NSW 2142, Australia
Website	www.fluvabath.com

Fluva tapware and bathroom hardware 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
Tapware body, mixer body and main casting	10 years
Mixer cartridge, internal mechanism and diverter, where applicable	10 years
Chrome, brushed nickel, matte black or other surface finish	2 years, for manufacturing defects only
Bathroom hardware and accessories, including towel rails, robe hooks, toilet roll holders and similar fittings	2 years
Aerators, washers, seals, O-rings, flexible hoses and other consumable components	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:

- Leakage or cartridge failure caused by manufacturing defects under normal use.
- Tapware body, mixer body or internal mechanism faults caused by manufacturing defects.
- Bathroom hardware faults caused by manufacturing defects under normal use.
- Surface finish defects caused by manufacturing faults, where the product has been correctly installed, cleaned and maintained.
- 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 water pressure, unsuitable plumbing conditions, failure to flush water lines before installation or debris in the water supply.
- Damage caused by hard water, scale build-up, water staining, sand, dirt, chemicals or poor water quality.
- Misuse, accidental damage, impact, scratches, negligence, over-tightening or improper handling.
- Unauthorised repair, modification, disassembly or use of non-approved parts.

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- Use of harsh, acidic, abrasive, corrosive or unsuitable cleaning products.
- Normal wear and tear, colour variation, natural ageing, UV exposure or gradual finish change over time.
- Consumable parts, including aerators, washers, seals, O-rings, filters and flexible hoses.
- 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.

4. Installation and Maintenance Requirements

To maintain warranty coverage, the product 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:

- Water pressure suitability and compatibility with the installation site.
- Hot and cold water connection positions and correct orientation.
- Water lines are flushed before installation to remove dirt, sand and debris.
- Suitable sealing, fixing and support for tapware and bathroom hardware.
- Final testing for leaks, flow, movement and secure fixing after installation.

Clean with a soft cloth and mild soapy water. Do not use acidic cleaners, bleach, abrasive pads, corrosive products or cleaners containing ammonia or chlorine.

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.