



## Standard Toilet Warranty Policy

Consumer Warranty Information

<b>Warranty Provider</b>	<b>Fluva Bath</b>
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Fluva standard toilets 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**.

### 1. Warranty Coverage

Component	Warranty Period
Ceramic pan and cistern	<b>10 years</b>
Flushing system and water inlet components	<b>1 year</b>
Toilet seat, lid and soft-close hinges	<b>1 year</b>
Flush button, fixing kit and supplied non-consumable accessories	<b>1 year</b>

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:

- Ceramic pan or cistern defects caused by manufacturing faults.
- Flushing system or water inlet component failure caused by manufacturing defects.
- Seat, lid, soft-close hinge or flush button faults caused by manufacturing defects.
- Product faults that occur despite correct installation and normal operation.
- Goods that are not of acceptable quality due to a manufacturing fault.

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.
- Incorrect set-out, unsuitable plumbing conditions, drainage incompatibility, blocked drains or site conditions.
- Incorrect water pressure, poor water quality, scale build-up or lack of reasonable maintenance.
- Misuse, accidental damage, impact, negligence or improper handling.
- Unauthorised repair, modification, disassembly or use of non-approved parts.
- Use of harsh, acidic, abrasive or corrosive cleaning products.
- Normal wear and tear, fading, surface marks, scratches or cosmetic damage caused after delivery.
- Consumable parts, including seals, washers, rubber parts, flexible hoses and installation consumables.
- Commercial, public 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 Requirements

To maintain warranty coverage, the product must be installed correctly and in accordance with the installation instructions. Installation must be completed by a licensed plumber.

Before installation, the customer or installer should confirm:

- Set-out / trap distance.
- Water inlet position.
- Water pressure suitability.
- Drainage compatibility.
- Product dimensions and clearance space.
- Compatibility with the intended pan, cistern, seat and flushing configuration.

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 provide troubleshooting guidance, replacement parts, or recommend appropriate service options.
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 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.