

## PRODUCT WARRANTIES

**NOTE:**

- 25 & 30 Year Stainless Steel Product Limited Warranties apply to domestic product use only;
- A 12 month Limited Warranty is provided for all product purchased for the purpose of Business;
- Ceramic Sinkware Warranty – 5 Years;
- Tapware Warranty – Please refer to page 32 for individual models Warranty period.

MERCER PRODUCTS PTY LTD (MPPL), as a manufacturer and distributor, hereby warrants (subject to the exclusions and conditions set out below) to the consumer (the Consumer) of the MERCER™ brand stainless steel products (excluding plugs and accessories), Ceramic Sinkware and tapware, supplied directly or indirectly by or from Mercer Products Pty Ltd that the product (the Product) shall be free from manufacturing defects in materials or workmanship for the specific stated Warranty period pertaining to each product, from the date of original purchase of the Product from Mercer Products Pty Ltd.

Subject to the below mentioned exclusions and conditions, the obligations of Mercer Products Pty Ltd under this warranty shall be limited to either of the following (at MPPL's sole option):

- To without charge, repair or replace the defective Product

OR

- To refund the Consumer the original purchase price for the defective Product, AND such repair, replacement or refund shall constitute fulfillment of all of MPPL obligations under this warranty or otherwise be liable for and hereby disclaims any liability for any incidental, economic or consequential loss, expenditure or damage, directly or indirectly suffered by the Consumer or any other person in respect to any defect in the Product.

This warranty does not apply if:

- The product has been installed, used or cared for in any improper manner or otherwise contrary to any specifications, instructions or recommendations contained in any brochure or materials supplied on the original purchase of the Product;
- Surface scratching or discolouring over time is considered to be normal wear and tear and is not covered by warranty;
- Correct installation of each item is responsibility of the installer and as such, warranty claims arising from incorrect / substandard installation practices are not covered under this warranty;
- Any attempt is made to repair or modify the Product in any way by any person without the prior written authority of MPPL;
- A claim under this warranty is not notified in writing to MPPL, 113 Wolston Road, Sumner Park, Queensland, 4074, Australia immediately after the defect in the Product would have become apparent to a reasonable person.

Any Claim under this warranty must be made in writing to MPPL (at 113 Wolston Road, Sumner Park, Queensland, 4074 Australia), and must be supported by reasonable evidence of the date of original purchase of the Product, and the defective Product must be made available for inspection by MPPL or its authorised representatives.

Nothing in this Product Warranty shall override or negate any statutory right or remedy that may be available to the Consumer under the Trade Practices Act 1974, (sections 69-75), except where the Consumer has acquired or held him / herself out as acquiring the Product for the purposes of business.

**NOTE:** It is essential that Stainless Steel sink products are rinsed out after every use with fresh water to ensure your unique Stainless Steel product is kept safe from aggressive corrosive chemicals.