

Warranty

In addition to this warranty, 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 reasonable, 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.”

OWNERS/INSTALLATION INSTRUCTIONS

- Products must be installed per instructions.
- Tapware, Mixers, Showers and Sinks must be installed by a Licensed Plumber according to relevant standards and approved practices including flushing of lines prior to installation of isolating valves for Mixers.
- Operating pressures are 150-500 kpa, and maximum hot temperature is 80 degrees Celsius

SHOWERS	Lifetime / 2 / 2	Lifetime replacement product or parts 2 years labour 2 years finish
TAPWARE	7 / 2 / 2	7 years replacement product or parts 2 years labour 2 years finish
MIXERS	15 / 5 / 2 / 2	15 year cartridge replacement 5 years replacement product or parts 2 years labour 2 years finish
SINKS	Stainless Steel 10 / 1 Granite Resin 10 / 1 Ceramic 10 / 1	10 years replacement 1 year on non-metallic parts
ACCESSORIES	2 / 2	2 years replacement product or parts 2 years finish

DEFINITIONS

- Temple & Webster will provide replacement parts or product as determined by them.
- Temple & Webster will not be liable for any labour costs associated with the replacement of faulty products/parts. Except where covered under the Labour Warranty.
- This warranty is limited to defects which have arisen solely from faults in manufacture (material or workmanship)
- Finish warranty excludes damage caused by scratches, abrasion, fading, cleaning, environmental factors, wear and tear or during installation.
- The warranty applies to only the original purchaser and is not transferable.
- Warranty claims must be lodged within 7 days of receipt of goods or notice of defect.

CLAIMS PROCEDURE

- Customers must contact Temple & Webster within the period specified above
- Temple & Webster will action claims upon receipt of evidence (photos/videos)
- Temple & Webster will be the sole determinant of claims
- Unauthorised refund claims will not be accepted

Care & Cleaning

Temple & Webster want you to enjoy the beautiful products you have purchased and we offer the following recommendations to keep your product in good condition. These recommendations are to be viewed as part of the Warranty for your items.

MIXERS, SHOWERS, TAPWARE AND ACCESSORIES

- Many cleaning agents, soaps, dishwashing liquids, shower gels etc contain chemicals that can cause a chemical reaction with the products finish.
- Should any of these come in contact with your product, it is recommended that the product be rinsed / cleaned with clean water to remove any possible chemical residue, then wiped down with a soft, clean dampened cloth with warm water to reduce water mark stains.
- Do not use cleaning products that contain chemical, wax-based furniture creams/ polishes, cream cleansers, abrasive cleaning products, citrus based cleaning products, bleach, alcohol based products, ammonia, chlorine, acetic or hydrochloric acid, caustic or abrasive ingredients
- Not suitable for hard water contact (water with a high mineral content)
- Stainless Steel is not stain, scratch or rust resistant and requires regular cleaning to avoid rusting / tea staining using a stainless steel specific cleaner containing mineral oil to protect the surface.
- Coloured finishes must be cleaned regularly with a soft microfibre cloth and warm soapy water or mild pH detergent and rinsed with clean water and towel dried afterwards. Do not use undue pressure and wipe in one direction only.

SINKS

- Clean regularly with clean water. Do not use harsh abrasive cleaners or products as they will mark the surface. If required, mild pH detergent can be used followed by rinsing with clean water.
- Damage to the surface caused by accidental impact is not covered under the warranty.
- Steel wool, abrasive cleaners or cleaning pads are not recommended.
- If your sink is subject to any acidic foods or materials it should be immediately rinsed with ample water and wiped dry with a microfibre cloth.
- Do not leave rusty objects in the sink as this can cause staining.
- Use a heat pad for hot surfaces rather than the sink surface.
- Avoid scraping/dragging over the sink surface with other utensils and objects.
- Do not use the sink surface for any beating purpose, use a wooden or bamboo chopping board instead.
- Some foods are corrosive such as salt, vinegar, juices, jams, pickles & mustards. Do not leave them on the sink surface for long periods of time.