

Warranty Guide



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WARRANTY

Timberline Bathroom Products ensure that our products are manufactured using only high quality materials and workmanship. Should you find fault with either materials or workmanship within the warranty period noted below, Timberline Bathroom Products will, at its discretion, repair or supply a replacement for the faulty product or component.

WARRANTY PERIODS:

Silver Vanity Cabinets	5 years	Mineral Composite Tops	10 years	Laminated Vanity Tops	5 years
Gold Vanity Cabinets	10 years	Ceramic Tops/Basins	5 years	Stone/SilkSurface Tops	10 years
Platinum Vanity Cabinets	20 years	Corian Tops:	10 years	Cabinet Lighting	1 year
Tallboys	10 years	Dolomite Tops	5 years	Shelves	5 years
Shaving Cabinets (excluding mirror)	10 years	Polymarble Tops	5 years	Laundry Cabinets	5 years
Mirrors	1 year	Laminated Laundry Benchtops	7 years	Ceramic Wastes	1 year
Commercial Use: All Products	1 year	SilkSurface Laundry Benchtops	7 years		

The Timberline Bathroom Products warranty will only apply where the product has been installed by qualified tradesmen and in full accordance with our installation instructions. This warranty does not cover damage by improper installation, accident, misuse, abuse, negligence, excessive wear and tear, improper care and lack of maintenance, heat damage, use of harsh abrasive cleaners, water and natural causes such as sunlight, humidity and other environmental conditions.

Adjustment of doors and drawers is undertaken during manufacture and readjustment will be necessary after installation – this does not form part of the warranty. Should a representative from Timberline be required to realign doors/drawers, a minimum call out fee of \$330.00 Inc. GST will be charged.

It should be noted that all cabinets are manufactured from water resistant materials. This does not mean that they are waterproof. Care must be taken to immediately dry any condensation, spillage or water leakage that may gain access to the cabinet as water damage is not a justifiable claim. Installation, cleaning and maintenance instructions must be followed to ensure validity of warranty.

Timberline Bathroom Products' liability is limited to repair, replacing, or giving a credit for the faulty goods and it does not include installation expenses and/or damages or removal of any unit. The purchaser must provide proof of purchase when making a claim. The warranty will be void if a damaged or incorrect unit has been installed.

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 for 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.

To make a claim please contact Timberline Bathroom Products on the phone number or email address below.

Please note that installation of any product is regarded as acceptance of that product and therefore no claims for faulty or damaged goods can be made after installation. Any claim for faulty or damaged goods must be made within 48 hours from receipt of product.

Register your warranty online at www.timberline.com.au/contact-us/warranty. We'll keep a record of your purchase to save you the hassle. That way you know we will always have your warranty information saved - just in case something goes wrong.