

Bathroom Kitchen Clearance Centre Warranty Information

AUSTRALIAN WARRANTY

The Bathroom Kitchen Clearance Centre warrants that the following products sold will be free of defects in materials and workmanship (unless otherwise specified) for the following periods (see Warranty Periods) on or after the date of purchase.

We comply with every aspect of Australian Consumer Law, of course, so if an item is faulty we will always rectify this for you. If you believe your product is faulty or not fit for purpose, you may be able to make a warranty claim. Please contact us by e-mail, sales@bathroomkitchencc.com.au.

WARRANTY CONDITIONS

COSTS

BKCC will bear any expenses incurred for claims under this warranty, excluding:

- any costs incurred by BKCC or its nominated Service Agent (including the cost of any service call) due to you incorrectly identifying the product or nature of the problem or being absent for a mutually agreed appointment;
- any and all travel costs and expenses incurred or charged by BKCC or its nominated Service Agent in connection with any inspection of the product outside metropolitan areas or outside the normal operating areas of the nearest authorised BKCC Supplier.

Any claim for expenses incurred in making a claim under this warranty should be sent to BKCC in writing (see Contacts).

EXCLUSIONS

This warranty is for normal domestic and commercial use only and does not cover:

- any defect or injury caused by or resulting on or after misuse, abuse or neglect, accidental damage, improper installation or other alterations or modifications which affect the reliability or performance of the product not attributable to a defect in materials or workmanship;
- any defects or injury caused by or resulting on or after products installed in a way that was contrary to the manufacturer's requirements or guidelines, installation or maintenance terms, or any applicable national, state or local Standards, or regulatory requirements;
- damage to finishes by epoxies, adhesives or sealants;
- the effects of poor water quality or chemicals which will affect the longevity of the product;
- any defects or injury caused by or resulting on or after installation of product into situations outside of the Australian standards for plumbing installation: refer AS/NZ 3500 i.e. 'limiting maximum static inlet pressure of all supply lines to 500Kpa to point of installation';
- any defect or injury caused by an act, default or omission of, or any representation made by, any person other than BKCC or an employee or agent of BKCC;
- any damage or loss to products caused during transit for service, where that transit has not been arranged by BKCC or one of its authorised agents;
- installation or tiling costs incurred after the installation of products containing obvious or visible manufacturing faults;
- any remote controls supplied with the product if it is found the remote control has been exposed to extended periods of time under water; the surface finish of any product used outdoors beyond a period of 12 months.

CONTACTS

For further warranty details contact Argent Customer Central.

Customer Central
Argent Australia Pty Ltd
Level 1, 22 Arthur St (PO Box 2093)
Fortitude Valley QLD 4006
1300 364 748 | support@customer-central.com.au
www.argentaust.com.au

Effective 1 June 2022

WARRANTY PERIODS

VILLEROY & BOCH

SANITARYWARE	WARRANTY PARTS	WARRANTY LABOUR
Ceramic toilets and basins	10 years	1 year
Premium toilet seats and seat hinges	10 years	Nil
Toilet seats and seat hinges	3 years	Nil
Toilet flushing mechanisms (excluding seals & washers)	3 years	1 year
Toilet seals and washers	1 year	Nil
Basin wastes	3 years	Nil
FLUSHING	WARRANTY PARTS	WARRANTY LABOUR
In wall cistern tanks	15 years	1 year
In wall cistern flushing mechanisms	5 years	1 year
Urinal flush valves	3 years	1 year
Flushplates	5 years	Nil
In wall cistern seals and washers	1 year	Nil
TAPWARE	WARRANTY PARTS	WARRANTY LABOUR
Mixer working parts (cartridge, aerator, hoses)	15 years	2 years
Chrome finish	15 years	2 years
Colour finish	7 years	2 years
Replacement parts	1 year	Nil
SHOWERS - CHROME	WARRANTY PARTS	WARRANTY LABOUR
Showers (excluding hoses)	15 years	Nil
Shower hoses	2 years	Nil
Replacement parts	1 year	Nil
SHOWERS – COLOUR FINISH	WARRANTY PARTS	WARRANTY LABOUR
Shower handpieces and overhead showers	7 years	Nil
Shower rails and sliders	2 years	Nil
Shower hoses	2 years	Nil
Replacement parts	1 year	Nil

ACCESSORIES	WARRANTY PARTS	WARRANTY LABOUR
Chrome finish	5 years	Nil
Colour finish	3 years	Nil
BATHS	WARRANTY PARTS	WARRANTY LABOUR
Quaryl baths	10 years	1 year
Bath wastes, overflows and integrated bath fillers	3 years	Nil
Whirlpool bath shells	10 years	1 year
Whirlpool systems	1 year	1 year
FURNITURE	WARRANTY PARTS	WARRANTY LABOUR
Cabinets	10 years	1 year
Hinges, runners and handles	1 year	Nil
SINKS	WARRANTY PARTS	WARRANTY LABOUR
Ceramic sinks	10 years	1 year
Sink wastes	3 years	Nil
Sink accessories	1 year	Nil

BETTE

BATHS	WARRANTY PARTS	WARRANTY LABOUR
Steel baths	30 years	2 years
Whirlpool bath and spa shells	30 years	2 years
Whirlpool and spa systems	1 year	1 year
Bath wastes, overflows and integrated bath fillers	3 years	Nil
SHOWER TRAYS	WARRANTY PARTS	WARRANTY LABOUR
Steel shower trays	30 years	2 years
BASINS	WARRANTY PARTS	WARRANTY LABOUR
Steel basins	30 years	2 years

HANSA

TAPWARE & SHOWERS	WARRANTY PARTS	WARRANTY LABOUR
Tapware (manufacturer warranty)	2 years (5 years for cartridges)	2 years
Tapware (extended Argent warranty against manufacturer faults)	Further 10 years for cartridges	Nil
Showers (manufacturer warranty)	5 years	2 years
Showers (extended Argent warranty on chrome finish against	10 years	Nil
Replacement parts	1 year	Nil

REGINOX

SINKS	WARRANTY PARTS	WARRANTY LABOUR
Stainless steel sinks	Lifetime	1 year
Regi-Granite sinks	15 years	1 year
Regi-Colour finish	5 years	1 year
Sink wastes	3 years	Nil
Sink accessories	1 year	Nil

SHELL

SPECIALISED COMMERCIAL PRODUCTS	WARRANTY PARTS	WARRANTY LABOUR
Tapware	2 years	2 years
Flushvalves	2 years	2 years
Replacement Parts	1 year	Nil

ARGENT

SANITARYWARE	WARRANTY PARTS	WARRANTY LABOUR
Ceramic toilets and basins	10 years	1 year
Toilet seats and seat hinges	2 years	Nil
Toilet flushing mechanisms	3 years	1 year
Toilet seals and washers	1 year	Nil
Basin wastes and traps	3 years	Nil
FLUSHING	WARRANTY PARTS	WARRANTY LABOUR
In wall cistern tanks	15 years	1 year
In wall cistern flushing mechanisms	5 years	1 year
In wall cistern seals and washers	1 year	Nil
Flushplates	5 years	Nil
TAPWARE & SHOWERS	WARRANTY PARTS	WARRANTY LABOUR
Mixer tapware	15 years	2 years
Three piece tapware and spouts	3 years	1 year
Ozone tapware	1 year	1 year
Showers	15 years	2 years
Replacement parts	1 year	Nil
ACCESSORIES		
Bathroom accessories	5 years	Nil
Heated towel rails	5 years	Nil
Mirrors	1 year	Nil
BATHS	WARRANTY PARTS	WARRANTY LABOUR
Baths	10 years	Nil
Bath wastes, overflows and integrated bath fillers	3 years	Nil
FURNITURE	WARRANTY PARTS	WARRANTY LABOUR
Cabinets Platinum Package	20 years	1 year
Cabinets Gold Package	10 years	1 year
Cabinets Silver Package	5 years	1 year
Stone and solid surface tops	1 year	1 year
Hinges, runners and handles	1 year	Nil
SINKS	WARRANTY PARTS	WARRANTY LABOUR
Stainless steel sinks	Lifetime	Nil
Sink wastes	3 years	Nil
Sink accessories	1 year	Nil

POMD'OR

ACCESSORIES	WARRANTY PARTS	WARRANTY LABOUR
Bathroom accessories	10 years	Nil

SANITARYWARE	WARRANTY PARTS	WARRANTY LABOUR
Ceramic toilets and basins	5 years	1 year
Toilet seats and seat hinges	2 years	Nil
Toilet flushing mechanisms	3 years	1 year
Toilet seals and washers	1 years	Nil
Basin wastes and traps	3 years	Nil
FLUSHING	WARRANTY PARTS	WARRANTY LABOUR
In wall cistern tanks	15 years	1 year
In wall cistern flushing mechanisms	2 years	1 year
In wall cistern seals and washers	1 year	Nil
Flushplates	5 years	Nil
TAPWARE & SHOWERS	WARRANTY PARTS	WARRANTY LABOUR
Eiger tapware	5 years	1 year
Joyou tapware	5 years	1 year
Spouts	3 years	1 year
Replacement parts	1 year	Nil
Eiger shower sets, shower systems, overhead showers	5 years	1 year
Joyou shower sets, shower systems, overhead showers	5 years	1 year
Shower hoses and handpieces	5 years	Nil
BATHS	WARRANTY PARTS	WARRANTY LABOUR
Steel baths	30 years	1 year
Bath wastes, overflows and integrated bath fillers	3 years	Nil
SINKS	WARRANTY PARTS	WARRANTY LABOUR
Stainless steel sinks	25 years	1 year
Sink accessories	1 year	Nil
Sink wastes and plugs	1 year	Nil

MERCER

SINKS	WARRANTY PARTS	WARRANTY LABOUR
Stainless steel sinks	25 years	25 years
Marine grade stainless steel sinks	30 years	30 years
Glacier range sinks	10 years	10 years
Sinks used in commercial applications	1 year	1 year
Sink accessories	1 year	1 year
Sink wastes and plugs	1 year	Nil

GROHE

FLUSHING	WARRANTY PARTS	WARRANTY LABOUR
In wall cistern tanks	15 years	5 years
In wall cistern flushing mechanisms	2 years	2 years
In wall cistern seals and washers	1 year	Nil
Flushplates	5 years	Nil
TAPWARE & SHOWERS	WARRANTY PARTS	WARRANTY LABOUR
Mixer tapware	15 years	5 years
Showers	15 years	5 years
Hoses and handpieces	1 year	Nil
Replacement parts	1 year	Nil
ACCESSORIES	WARRANTY PARTS	WARRANTY LABOUR
Accessories	5 years	Nil
SPECIAL FINISHES	WARRANTY PARTS	WARRANTY LABOUR
Colour plating	1 year	Nil