

# Bella Vista Product Guarantee

## PRODUCT

## TERMS

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### MICA- LANTRA- BEKI- TIAGO- KAZA

- Sink Mixers
- Shower Mixers
- Basin Mixers
  
- Mixer Spout Combo
  
- Wall Mount Bath Spouts
- Accessories (No Labour)

- Lifetime parts or replacement product.
- 1 Year parts & labour
- Lifetime guarantee on colour

#### **Excludes:**

Scratches, discolouration due to chemical damage, misuse, incorrect installation, or lack of maintenance

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### CRESTA- MIA- SUPRA- MILOS

- Sink Mixers
- Shower Mixers
- Basin Mixers
- Mixer Spout Combo
  
- Wall Mount Bath Spouts
- Accessories (No Labour)

- 25 Years replacement parts (Cartridge Only)
- 1 Year parts & labour
- 1 Year on colour

#### **Excludes:**

Scratches, discolouration due to chemical damage, misuse, incorrect installation, or lack of maintenance

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### ALEKO-CHASER- DEKO- RACO- VIVO- ZENON

- Sink Mixers
- Shower Mixers
- Basin Mixers
- Mixer Spout Combo
  
- Wall Mount Bath Spouts
- Accessories (No Labour)

- 15 Years replacement parts (Cartridge Only)
- 1 Year parts & labour
- 1 Year on colour

#### **Excludes:**

Scratches, discolouration due to chemical damage, misuse, incorrect installation, or lack of maintenance

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### IKON

- Sink Mixers
- Shower Mixers
- Basin Mixers
- Mixer Spout Combo
  
- Wall Mount Bath Spouts
- Accessories (No Labour)

- 20 Years replacement (Cartridge Only)
- 1 Year parts & labour
- 1 Year on colour

#### **Excludes:**

Scratches, discolouration due to chemical damage, misuse, incorrect installation, or lack of maintenance

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**FREESTANDING BATH  
FILLERS**

- Bath filler
  - Bath filler with mixer
  - Bath filler with mixer and hand shower
- Lifetime parts or replacement product.
  - 1 Year parts & labour
  - Lifetime guarantee on colour (1 year only on base plate)

**Excludes:**

Scratches, discolouration due to chemical damage, misuse, incorrect installation, or lack of maintenance

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**SPINDLES**

- Capri
- 25 Years replacement parts
  - 1 Year parts & labour
  - 1 Year on colour

**Excludes:**

Scratches, discolouration due to chemical damage, misuse, incorrect installation, or lack of maintenance

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**SHOWERS- BATH OUTLETS- ACCESSORIES**

- Shower Arms
  - Shower Rails
  - Shower Rail Slider
- Lifetime parts or replacement product
  - 1 Year parts & labour
  - 1 Year on colour

- Shower Hoses
- Multi-Function Rails
- Shower Head
- Shower Head Multi-Function

**Excludes:**

Scratches, discolouration due to chemical damage, misuse, incorrect installation, or lack of maintenance

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**DRAINAGE**

- Floor Grates
- Lifetime for structural replacement parts

**Excludes:**

Scratches, discolouration due to chemical damage, misuse, incorrect installation, or lack of maintenance

\*No labour included in Guarantee

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**DRAINAGE**

- Pop-Up Wastes
- 1 Year replacement product or parts

**Excludes:**

- Parts subject to wear and tear
- Scratches, discolouration due to chemical damage, misuse, incorrect installation, or lack of maintenance

\*No labour included in Guarantee

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## SINKS - BASINS

- Stainless
- Granite Sinks
- Ceramic Basins
- Lifetime for structural replacement parts (Luminare)
- 2 Year on Granite sinks for structural replacement parts (Fomos)
- 1 Year on colour (Luminare & Fomos)
- 5 Year on Basins for structural replacement parts

### **Excludes:**

- Parts subject to wear and tear

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Scratches, discolouration due to chemical damage, misuse, incorrect installation, or lack of maintenance

\*No labour included in Guarantee

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## SHOWER SCREENS

- Frameless 10mm

### **SUPPLY-ONLY (Residential Only)**

- Lifetime parts only
- Silicon no warranty
- 1 Year on colour on all hardware and fittings
- This Warranty does not cover glass breakage.

### **Excludes:**

Scratches, discolouration due to chemical damage, misuse, incorrect installation, or lack of maintenance.

### **SUPPLY AND INSTALL (Residential Only)**

- Lifetime parts only
- 1 Year on colour on all hardware and fittings
- 1 Year labour
- 1 Year on silicon work (discolouration and mould)
- This Warranty does not cover glass breakage.

### **Excludes:**

Scratches, discolouration. chemical damage, misuse, incorrect installation, or lack of maintenance.

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**SHOWER SCREENS**

- Semi Framed 6mm

**SUPPLY-ONLY (Residential Only)**

- 1 Year parts only
- Silicon no warranty
- This Warranty does not cover glass breakage.

**Excludes:**

Scratches, discolouration. chemical damage, misuse, incorrect installation, or lack of maintenance.

**SUPPLY AND INSTALL (Residential Only)**

- 1 Year parts and labour
- 1 Year on silicon work (discolouration and mould)
- This Warranty does not cover glass breakage.

**Excludes:**

Scratches, discolouration. chemical damage, misuse, incorrect installation, or lack of maintenance

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**Commercial Policy**

- 1 Year parts and labour

**Excludes all previous exclusions and;**

Scratches, discolouration due to chemical damage, misuse, incorrect installation, or lack of maintenance

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# Terms and Conditions

## Residential building warranty

Definition: A building that is for residential use or a permanent residence, such as an apartment or house.

1. Goods sold by Bella Vista are made to the highest industry standards and quality, which is reflected in the warranty against defects.  
This warranty policy is issued by **Bella Vista Bathware 45A Metrolink Circuit Campbellfield Victoria 3061**
2. **ABN 23 108 039 283 (Supplier)**, Telephone (03) 9305 4311, email [sales@bella-vista.net.au](mailto:sales@bella-vista.net.au)
3. The following warranty periods apply to goods purchased after 01 July 2023
4. The warranty periods do not apply to goods subject to everyday wear and tear of parts.  
(i.e. Jumper valves, washers and O-rings)
5. The warranty period commences from date of purchase, or for new buildings from date of handover. This warranty will only cover the purchaser of the product and will not roll over if transfer of ownership of property has taken place.
6. To make a warranty claim, the customer must contact the seller from which the customer purchased the goods, the claimant must provide proof of purchase or equivalent documentation such as handover documentation for new homes. (plumbing products must be accompanied by plumbing certificate)
7. The expense of claiming on the warranty will be borne by the customer claiming on the warranty.
8. This warranty covers the repair or, at Supplier's option, replacement of any goods which are defective through faulty manufacture or materials, free of charge and labour. The Supplier reserves the right to alter, or amend this warranty offer in writing at any time. The Supplier reserves the right to provide minor components (e.g., Handles, aerators, buttons, dress rings, spindle/cartridges, and seals) as 'Parts Only' to the customer. This warranty does not cover any claims for labour, additional products or parts associated with allegedly faulty goods for work not approved in advance in writing by the Supplier.
9. For installed goods, the Supplier requires adequate access to assess the goods, fittings, and fixtures to assess any warranty claim, and to undertake any warranty repairs. The Supplier will not be responsible for any consequential damage or costs where adequate access to goods, fittings or fixtures is not provided.
10. For discontinued or unavailable goods, the Supplier may replace the goods with equivalent current or available goods, using best endeavors to match the appearance and specifications of the original goods.
11. Supplier's obligations under warranty are limited to the repair or, at Supplier's option, replacement of any products of any products which are defective through faulty workmanship or materials. To the extent permitted by law, Supplier will not be liable for any loss to furniture, floor coverings, walls, fixtures, or any consequential loss of any kind caused by any defect in the product components.
12. Should any warranty claim be made, and service attended to by the Supplier or its authorized service agent, and the fault is due to a cause expressly excluded from this warranty above, the Supplier reserves the right to charge a service fee for attending and/or any work carried out.
13. This warranty is in addition to customer's rights under the Australian Consumer Law.
14. Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- 15.** To cancel your service contract with us; and to refund the unused portion, or to compensate for its reduced value. You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.
- 16.** Bella Vista Bathware or an authorised member may request you to supply the physical product for assessment to identify the cause of the defect. Where the warranty claim is deemed valid, Bella Vista will replace or repair the product if it falls within the warranty period. If a warranty claim is invalid or dishonest in nature, Bella Vista has the right to charge the customer for fees associated with evaluating the product's cause of the of the defect and retain the product until such fees are paid in full.
- 17.** Bella Vista Bathware reserves the right to forfeit any warranty and claim if it believes improper use of products, harsh chemicals or any harsh products have been used.
- 18.** Bella Vista Bathware reserves the right to forfeit any warranty and claim for all products if a Plumbing certificate cannot be provided for installation. Bella Vista Bathware reserves the right to forfeit any claim if a plumbing certificate cannot be provided for any replacement part or product for a warranty claim.
- 19.** This warranty does not cover defects caused by or arising from any of the following:

  - Goods installed by a person other than a licensed plumber. This does not apply to bathroom accessories such as towel rails, shelves, etc.;
  - Goods not installed to relevant national standards or state regulations.
  - Tapware exposed to water pressures and/or temperatures that exceed stated limitations as per the standard installation instructions. Note: AS/NZS 3500.1:2003 specifies 500kPA maximum water supply pressure at any outlet within a building for new installations;
  - Fitting of other devices to the outlet of tapware (eg water filters);
  - Fitting of in tap body or end of line water flow regulating devices that have not been approved by Supplier;
  - Products used for incorrect applications, non-potable water, etc.;
  - Damage because of obstruction due to inadequate flushing of system before use;
  - Service, repairs, or other non-standard replacement parts previously undertaken without Supplier's prior written approval;
  - Damage to finishes by adhesives, sealant, etc.;
  - Damage to finishes which arise from installation or post-installation use;
  - Failure to observe manufacturer's care and cleaning instructions;
  - Improper or abusive use of product and/or damage resulting from misuse, accident, or neglect.
  - Silicone work is only covered as stated in the drop down for Shower screens- Bella Vista has no control over chemicals, shampoos, detergents etc that clients will use or how or when cleaning will take place.
  - Glass breakages are not covered by the Bella Vista Guarantee, house movement is out of our control and will always happen.

Any Glass breakages must be directed to your insurer if anything was to occur.

- Bella Vista has no control over water leakage from any or all our Shower screen range, water leakage will differ from property to property. We strive to reduce water leakage as best as possible but can never guarantee that water will not escape outside of your shower screen.

## Care and Cleaning Instructions

1. Do not install tapware using any form of acidic silicones or such harsh chemicals .
2. Do not apply physical items (such as tools) directly to the product.
3. Never use detergents, citrus based cleaners, or abrasive cleaners and do not use undue pressure.
4. Where your tapware remains dry in use, a soft damp cloth can be used to remove surface dust. Alternatively, a wipe over with warm soapy water is all that is required to maintain the finish in perfect condition for a lifetime of use.
5. Use of wax based furniture cream should be avoided as these can result in a build-up of deposits, which could detract from the appearance.
6. Normal wear and tear, lime scale, and chemicals used during cleaning can cause damage and deterioration and this is not covered by the warranty.