

## GEBERIT TERMS AND CONDITIONS

This document does not represent a binding offer. Supply is at the discretion of Geberit, to approved customer accounts only.

Valid from 1st December 2018. Prices may change at any time without notice. All prices are in AUD, F.I.S. (Free Into Store) and apply to supplies in NSW, ACT, QLD, VIC and SA only.

### GOODS RETURN POLICY:

- Prior to goods being returned, approval must be sought from Geberit.
- Goods must be returned to Geberit in the original packaging, in “as new” condition, within 30 days of receipt of goods.
- Refer to “Conditions of Sale” for details.
- All goods that are returned to Geberit in “as new” condition will incur a 20% restocking fee.
- Collection of rejected good is the responsibility of the customer.
- The customer will be responsible for freight charges and insurance of transportation for returns.
- Geberit reserves the right to refuse the return of goods at any time.
- Damaged or incomplete goods will not be accepted.

### SPARE PARTS

For spare parts, all prices are in AUD, F.C.A. (Freight Charges Apply) Macquarie Park, Sydney, NSW. A transport surcharge per consignment applies for all spare parts deliveries. GST, as indicated, is not included in the transport surcharge.

### PLEASE BE ADVISED THAT NO TRANSPORT CHARGES APPLY TO SPARE PARTS OVER A MINIMUM ORDER VALUE OF \$150 + GST

<b>TRANSPORT CHARGES</b>	For deliveries to NSW, QLD, ACT, VIC, SA per consignment	\$16.25+GST	
	For deliveries to WA, TAS and NT per consignment	Up to 5kg	\$19.80+GST
		5-20kg	\$34.60+GST
		More than 20kg	Please refer to quotation

## GENERAL TERMS AND CONDITIONS

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 reasonable foreseeable loss or damage. You are also entitled to have the goods replaced if the goods fail to be of acceptable quality and the failure does not amount to be a major failure.

### COVERAGE AND APPLICATION

This warranty covers faults in the product construction, material and assembly. Products which are within the warranty period stated below which found upon inspection by an authorised Geberit representative, to be defective in construction, material or assembly, will be repaired or exchanged with an equivalent product free of charge. Replaced items become Geberit's property.

#### For the purpose of this warranty "a Geberit product":

- was manufactured by or on behalf of Geberit; and
- is used in a normal domestic or commercial environment; and
- bears a trademark owned or used by Geberit and
- was supplied by Geberit Pty Ltd, to an authorized reseller or distributor of Geberit; and
- was purchased and supplied either in Australia or New Zealand

Geberit products supplied to manufacturers are expressly excluded and the content of this document is not applicable

#### Warranty period

For all Geberit products the warranty period is strictly from the date of sale as reflected on the authorized distributors invoice. The period for each Geberit product, is outlined below.

##### Cisterns

- 15-year on Sigma8 (2016), Omega and Kappa concealed cistern tanks and frames
- 10-year on installation frames and all other Geberit concealed cistern tanks
- 3-year on inlet and outlet valve products
- 3-year on mechanical flush/access plates

##### Accessories, Taps & Traps

- 2-year on HyTronic, HyTouch, HyBasic and pneumatic products
- 2-year on HyTec UR partition walls
- 2-year on Diseno washbasin trap

##### Piping products

10-year system warranty for Geberit HDPE, Geberit Pluvia, Geberit Sovent and 2 years on processing tools.

All other Geberit parts and accessories (i.e. batteries) purchased together with the Geberit product are covered under this warranty for 6 months from the time of purchase.

#### Labour

The labour for the replacement of products to which this warranty applies will be supplied by Geberit or relevant supplier using licensed trades people engaged by Geberit or relevant supplier within the warranty period.

Geberit and its authorized service plumbers will make all efforts to fix the Geberit product on site. The claimant has to provide reasonable access to the Geberit product during normal working hours to enable the service work to occur.

Spare parts and products sold outside Australia will be replaced free of charge but exclude labour.

## Warranty claims

If you purchased Geberit products in Australia or New Zealand, the following process applies:

1. Contact authorized reseller or distributor where you purchased the Geberit products; or/and
2. Contact [sales.au@geberit.com](mailto:sales.au@geberit.com) or 1800 GEBERIT or/and
3. Visit [www.geberit.com.au](http://www.geberit.com.au)

## Warranty exclusions

This warranty will apply only under all of the following conditions:

- The item has been installed by a licensed plumber
- Failure is due to a fault in the manufacture of the product
- Proof of purchase (including the date of purchase) is provided
- The installation of the product is in accordance with the instructions provided

## This warranty does not include faults caused by:

- Unsuitable or improper use
- Incorrect installation or installation not in accordance with the instructions provided
- Installation or part installation by the purchaser or any person other than a licenced plumber
- Normal wear and tear
- Inadequate or complete lack of maintenance
- Chemical, electrochemical or electrical influences
- Harsh detergents or abrasive cleaners used on product finishes
- Excessive water pressure
- Incorrect operation or not following operating instructions
- Incorrect voltage or non-authorized electrical connections
- Use of non-authorized/non-standard parts
- Use of non-authorized calculation software
- Repair or other work carried out on Geberit products other than authorized service plumber

To the fullest extent permitted by law, Geberit excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage.

Phone: 1800 GEBERIT  
[sales.au@geberit.com](mailto:sales.au@geberit.com)

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Office Hours: M-F 8am - 5.00pm