

ROBERTSON GUARANTEES

WITHOUT EXCEPTION ROBERTSON PRODUCTS ARE GUARANTEED TO MEET OR EXCEED THE STANDARD REQUIREMENTS FOR THE NEW ZEALAND BUILDING CODE.

In addition to specific guarantees provided, all products imported and or sold by Robertson are, to the extent applicable, guaranteed in accordance with the Durability Clauses of the New Zealand Building regulations and Consumer Guarantees Act.

Our guarantees apply only to products imported and sold by Robertson. These guarantees do not cover products sold by Robertson under any other agency, company or brand name. As part of our ongoing commitment to continuous improvement, Robertson NZ Ltd reserves the right to make changes to its products at any time.

All guarantees are subject to the following terms and conditions and to the Robertson NZ Ltd Terms of Trade available on request. A copy of which can also be found at ROBERTSON.CO.NZ.

The guarantee is against manufacturing defects only.

All products must be checked to see they are in good order and condition prior to installation.

This guarantee does not cover products that have been damaged by misuse, accident or neglect.

This guarantee may not cover the cost of removal or installation.

This guarantee is applicable to toilets, basins, tapware, shower outlets, baths, bathroom accessories, installed in domestic residential situations and or light commercial situations such as kitchens, bathrooms and laundries in motels, hotels and retirement villages.

This guarantee does not include commercial situations such as public washrooms and or kitchens and laundries in public buildings, schools, sports centres, gymnasiums and hospitals.

Bathroom vanities installed in commercial situations are not covered under guarantee.

This guarantee does not cover normal wear and tear.

The use of some cleaning products will void the guarantee. Refer to manufactures recommended cleaning instructions or download cleaning guide from Robertson website.

This warranty is personal to the first end user and is not transferable unless stated.

Each and every warranty claim must be accompanied by the original proof of purchase.

Products must have been installed in accordance with the manufactures instructions and in accordance with local City or Council Standards requirements.

Products must have been cleaned as per manufacturer's recommendations. A copy of our Product Care Guide can be downloaded from our website.

Products must have been maintained in good order and condition and serviced in accordance with manufacturers' recommendations.

Robertson reserves the right to determine any issue or uncertainty in connection with the warranty.

Robertson reserves the right to repair and or replace the defective product and or component at its discretion or nearest equivalent if a product needs to be replaced.

All Warranty covered repair work is to be performed by a Robertson representative and or authorised service agent or plumber who has received an authorisation number to attend the job.

This guarantee does not purport to exclude or limit your rights under the Consumer Guarantees Act which will not apply to consumers acquiring goods other than "in trade". If you acquired the products "in trade" you agree that the Consumer Guarantees Act does not apply.

SPECIFIC GUARANTEE DETAILS - 16/09/2020

Unless otherwise stated guarantees for products imported and sold by Robertson are as follows.

1 YEAR GUARANTEE

- Toilet seats
- E-Bidet toilet seats
- Toilet cistern parts
- Concealed cistern parts
- Tapware O rings
- Bagnodesign basin finishes
- Shower hoses
- Shower hand pieces
- Spa electronics and pumps
- Lights
- Wastes
- Traps
- Working parts and fittings for toilet cisterns
- Working parts and fittings for tapware
- Shower enclosure seals and dripstrips*
* From 1/4/20

2 YEAR GUARANTEE

- Mirrors
- Elementi shower finishes
- ArtCeram non white ceramic finishes

5 YEAR GUARANTEE

- Elementi basins
- Elementi acrylic baths
- Elementi vanities
- Elementi tapware
- Elementi tapware finish
- Shower enclosure black finish*
* Black drip strips and seals have 1 year warranty.
- Parisi mirrors
- Shower rails
- Shower heads
- Aquaflex stainless steel braided hoses
- EX316 stainless steel
- Victoria + Albert accessories
- ArtCeram basins
- ArtCeram toilets
- Hidra basins

10 YEAR GUARANTEE

- American Standard basins
- American Standard tapware
- American Standard toilets
- American Standard showers*
- * Applicable for American Standard products purchased November 2018 onwards. Toilet seats and cistern parts carry 1 year guarantee.
- Concealed cisterns tanks
- Parisi Furniture
- Elementi accessories (including finish)
- Parisi toilets*
- * Toilet seats and cistern parts carry 1 year guarantee.
- Elementi shower enclosures* including acrylic liners, trays, doors, returns, stainless steel rollers, hinges and handles.
- * The shower is warranted against defects in material and workmanship for 10 years from date of purchase (Residential domestic use only, commercial application 1 year warranty). This warranty is in addition to your rights under the Consumer Guarantees Act. It is our recommendation that a professional tradesman such as a shower installer installs this shower, otherwise there could be a risk that this product will not be installed correctly as per the installation instructions and could void the warranty.
 - Should the shower fail as a result of faulty materials or workmanship, Robertson will at its discretion, repair, replace or refund up to the original price of the shower
 - The warranty will be invalid if the shower is not correctly installed, is misused, or the fault is not notified within 3 months of its appearance.
 - This warranty is limited to the original purchaser of the shower.
 - Warranty is non-transferable.
 - Proof of purchase must be presented at time of claim.This guarantee does not purport to exclude or limit your rights under the Consumer Guarantees Act which will not apply to consumers acquiring goods other than "in trade". If you acquired the products "in trade" you agree that the Consumer Guarantees Act does not apply and that this is fair and reasonable.

12 YEAR GUARANTEE

- Pex and angle valves
- Pex mini ball valve
- Pex wastes
- Pex traps
- Pex lever bib taps
- Vado tapware
- Vado accessories

25 YEAR GUARANTEE

- Victoria + Albert baths and basins

EXTENDED GUARANTEES

American Standard

Limited Lifetime Drip Free Guarantee on all ceramic cartridges used in American Standard single-lever mixers.

This is a genuine product guarantee and is therefore transferable to a new owner but is subject to providing the original proof of purchase and is limited to the supply of a replacement ceramic cartridge only and does not include the labour cost for changing out the cartridge.



INSTALLERS ARE NOW LIABLE

Plumbers need to know that under the Consumer Guarantees Act (CGA) they are responsible for any product they supply AND/OR install.

If a Homeowner supplies a product which you believe is not up to the job, **you must say so**. If a product or service, provided by you, fails any of the CGA guarantees, the Consumer can ask for the job to be fixed at no extra cost. If the repair takes more than a reasonable time to fix, the Consumer can arrange the repair and claim the cost from you, or cancel the job and refuse to pay for the work done. AND, if the work has caused other loss or damage, you may also be liable for consequential loss.

Always buy a recognised brand from a recognised merchant. www.pdanz.org.nz

