



SHOWER BASE WARRANTY CARD

- The warranty period commences from the *date of purchase*.
- Warranty period is valid for the time specified under specific product.
- Glass breakage is NOT covered by warranty once it has left our premises in one piece, Glass breakage is something you should take up with your insurance company or the installer
- This is a parts replacement warranty **ONLY**. No service call is offered, we will only send out the faulty part via Post or similar once we have received the faulty part and agree that it is faulty.

Please refer to our Warranty terms and conditions attached or on the back of this card.

"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."

In order to make a warranty claim you must follow the procedure outlined below:

1. You must have completed and lodged a warranty card with the supplier within the 60 days of purchase date on your proof of purchase.
2. You must contact your place of purchase and provide a proof of purchase to make a claim.
3. You must provide the following information to validate your claim:
 - a. A copy of the proof of purchase.
 - b. If at all possible – supply photos showing the issue claimed – preferably in electronic form for transmission to the supplier. While not mandatory this will speed the processing of your claim considerably.
 - c. Clearly state the grounds for the claim and describe any relevant circumstances.
 - d. An assurance that the product has not been damaged, incorrectly assembled, installed or operated, exposed to the elements, negligently treated, or misused. Any false representations may void your claim and constitute a breach in law.
4. The requested information will be submitted to the supplier of the product who will handle the claim. You will be contacted by a representative of the supplier who will respond to bona fide claims in a timely manner.
5. The product may only be returned to the manufacturer after approval, in writing from the supplier.
6. The warranty will on be executed as in the terms stated under the warranty conditions specific to your product.

Please complete the form below and return within 60 days.

Name:

Address:

Phone: Email:

Product Model Number:

Installed By:

Registered Glazier or installer NO: Ph No:

Please send to:

45a Metrolink Circuit West,
Campbellfield,
Victoria 3061.

Fax: (03) 9445-9362

Email: sales@buildinggroup.com.au