



Direct Wholesale Supplies product quality guarantee

You have purchased a quality product from Direct Wholesale Supplies Pty Ltd , ABN 98 614 574 373, This product is covered by a replacement warranty only in line with the product category in the table below.

Warranty period commences from the date of purchase. Direct Wholesale will determine the nature of the warranty replacement and will not be liable for any claims on labour or parts.

“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 replaced as determined by Direct Wholesale if the goods fail to be of acceptable quality and the failure does not amount to a major failure.”

PLEASE RETAIN PROOF OF PURCHASE

After sales service

Whilst it is highly unlikely, should you experience any difficulties with the performance of your Direct Wholesale product during the warranty period please take the following actions

1. Please ensure installation instructions have been carefully followed
2. In the first instance, contact your installer. Most issues are due to water lines not being flushed adequately prior to installation or fittings not being tightened correctly.
3. For all warranty queries, customers are to contact Direct Wholesale. These details can be found on your purchase invoice.
4. If this does not rectify the problem, please email Direct Wholesale on, for further trouble shooting solutions.
5. ***Note: Basin and sink mixers are supplied with their flexi tails detached and Direct Wholesale accepts no responsibility for flexi tail attachment. It is the responsibility of the installing plumber to ensure that flexi tails are connected securely at both ends and in accordance with national or state standards. Any damage caused by incorrect installation will not be covered by warranty.**

Product Category	Warranty
Mixers	15 Years – Ceramic disc cartridge -10 Years for commercial use. 7 Years – Body 2 Years – Seals, tails, fittings, aerators 1 Year – Finish
3 Piece Tapware	15 Years – Ceramic disc cartridge -10 Years for commercial use. 5 Years – Body 1 Year – Finish
Showers	5 Years – Main Body 2 Years – Shower head, shower arm, plastic hand piece, hose, seals, O-rings 1 Year – Finish
Spouts	7 Years – Body 2 Years – Seals, fittings aerators 1 Year – Finish
Accessories	5 Years – Parts 1 Year – Finish



Warranty Conditions

- The item has been installed for and subjected to domestic residential use only
- Failure is due to a fault in the manufacture of the product
- Proof of purchase (including the date of purchase) is provided
- Installation of the product is in accordance with the instructions provided
- Incorrect installation or installation not in accordance with the instructions provided.
- Installation or part installation by the owner or any person other than a licensed plumber
- Normal wear or tear
- Chemical, electro chemical or electrical influences
- Harsh detergents or abrasive cleaners used on product finishes
- Damage as a result of installation or post installation use
- Failure to properly maintain or clean the product
- Products used in applications other than intended
- Fitting of non-approved products such as aerators or flow regulators
- Failure to comply with National and state regulations during installation or use
- This warranty does not cover products purchased as ex-display without being fully checked and tested for sale by the manufacturer.

Domestic Use warranty

This warranty covers faults in the production construction, material and assembly. Within the warranty time period from proven date of purchase, any such products found upon inspection by an authorised Direct Wholesale representative, to be defective in construction, material or assembly, will be exchanged with an equivalent product free of charge. Replaced items become property of Direct Wholesale.

All replacement products will be dispatched from Direct Wholesale warehouse and cost of freight covered by Direct Wholesale.

1 Year Warranty – Commercial use

“Commercial “ Use is all use other than for normal domestic residential purposes, including use in non-business places such as in-public buildings, schools, sports centres and in establishments that contain private bathrooms with high frequency of use by many individuals , such as hotels, motels, retirement villages and hospitals.

The commercial warranty covers this product against manufacturing faults in the construction material and assembly of both the finished product and or any spare parts for a period of one year from the date of purchase. Products and spare parts which are found upon inspection by an authorised Direct Wholesale representative to be defective in construction, material or assembly will be exchanged free of charge. Replacement items become the property of Direct Wholesale. The labour for the replacement of products and spare parts to which this warranty is not covered by Direct Wholesale or relevant supplier. The warranty conditions and exclusions, which apply to the domestic use warranty, also apply to this commercial warranty.

Exclusions

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