

WARRANTIES

Warranties For Domestic Use*

At Fienza we pride ourselves on supplying products of a high standard. Our warranty periods are extremely competitive and practically designed to give the end user peace of mind. The extended warranties below apply to domestic uses and applications of Fienza® products, such as private dwellings and retirement villages.

Vanity Cabinets & Tallboys	1-year labour for product fault. Does not include door and drawer adjustment. Does not include instances where mixer leak or burst hose has caused damage to cabinetry
Vanity Cabinets, Tallboy Cabinets & Fill Panels (MDF Only)	5 years replacement parts or product
Handles, Hinges, Legs & Drawer Runners	5 years replacement parts
Vanity Tops	1-year labour for product fault
Ceramic Basin-Tops	5 years replacement product
Poly-Marble Basin-Tops	
Solid Surface Basin-Tops	
Stone Tops	
Mambo Tops	
Hardwood Timber Tops	1-year replacement product
Stainless Steel Sink Tops	5 years replacement product
Mirrors & Storage	Labour not included
Mirror Cabinets (MDF Cabinet Only)	5 years replacement parts or product
Mirror Cabinets (Glass Doors Only)	1-year replacement parts or product
Bevelled & Pencil Edge Mirrors	
LED Mirrors	
Basins	1-year labour for product fault
Ceramic & Glass	5 years replacement parts or product
Cast Stone Solid Surface (Structural)	25 years replacement parts or product
Cast Stone Solid Surface (Finish)	5 years replacement product or repair
Toilet Suites	1-year labour for product fault. Parts subject to wear and tear, i.e. seals and rubbers are not covered by warranty
Ceramic	5 years replacement parts or product
R&T Internal System (Inlet & Outlet Valves)	3 years replacement parts 1-year labour
GEBERIT Concealed Cisterns (Tanks & Frames)	15 years replacement parts or product
GEBERIT Concealed Cisterns (Inlet & Outlet Valves)	3 years replacement parts 1-year labour
GEBERIT Flush Button Plates	3 years replacement parts or product
Seat & Hinges	1-year replacement parts or product
Link & Flush Pipes	
Button Assembly	

*Conditions apply. Please visit fienza.com.au for details.

PLEASE NOTE:

Installation of faulty, warped or damaged goods will void warranty. Installation is acceptance of goods.

Baths	Labour not included
Acrylic (Structural)	10 years replacement on bath shell
Acrylic (Matte Finish)	1-year replacement on bath shell
Resin Stone (Structural)	25 years replacement parts or product
Cast Stone Solid Surface (Structural)	
Resin Stone (Finish)	5 years replacement product or repair
Cast Stone Solid Surface (Finish)	
Adjustable Legs & Frames	5 years replacement parts
Overflow Kits	1-year replacement parts
Wastes	
Mixers (Not including Floor-Standing Mixers or Coil Mixers)	Does not include parts subject to wear and tear, i.e. washers, O-rings, jumper valves
Ceramic Disc Cartridges	15 years replacement parts 15 years labour
Mixer (Structural)	15 years replacement parts or product. 1-year labour
Mixer (Chrome Finish)	15 years replacement parts or product. 1-year labour
Mixer (Electroplated & PVD Finishes)	5 years replacement parts or product 1-year labour.
Floor-Standing Mixers & Coil Mixers	
Ceramic Disc Cartridges	15 years replacement parts 1-year labour
Mixer (Structural)	5 years replacement parts or product
Mixer (Chrome Finish)	15 years replacement parts or product
Mixer (Electroplated & PVD Finishes)	5 years replacement parts or product 1-year labour
Three-Piece Tapware	Does not include parts subject to wear and tear i.e. washers, O-rings, jumper valves
Ceramic Disc Cartridges	5 years replacement parts 1-year labour
Taps & Outlets (Structural)	5 years replacement parts or product
Taps & Outlets (Chrome Finish)	15 years replacement parts or product
Taps & Outlets (Electroplated & PVD Finishes)	5 years replacement parts or product 1-year labour
Showers, Accessories & Bath Outlets	Labour not included
Shower Heads & Arms (Structural)	15 years replacement parts or product
Shower Rails (Structural)	15 years replacement parts or product. 1-year labour on Twin Rail Showers only
Shower Hoses	1-year replacement parts or product
Bath Outlets (Structural/Components)	15 years replacement parts or product
Accessories (Structural/Components)	5 years replacement parts or product
Finishes (Chrome)	15 years replacement parts or product
Finishes (Electroplated & PVD Finishes)	5 years replacement parts or product 1-year labour
Spare Parts	Labour not included
All Spare Parts	1-year replacement parts

Warranties For Commercial Use*

At Fienza we pride ourselves on supplying products of a high standard. Our warranty periods are extremely competitive and practically designed to give the end user peace of mind. The extended warranties below apply to commercial uses and applications of Fienza® products, including, but not limited to: commercial food premises such as restaurants; commercial accommodation such as hotels; hospitals and healthcare facilities; public amenities; and industrial, laboratory and manufacturing facilities.

Vanity Cabinets & Tallboys	1-year labour for product fault. Does not include door and drawer adjustment. Does not include instances where mixer leak or burst hose has caused damage to cabinetry
Vanity Cabinets, Tallboy Cabinets & Fill Panels (MDF Only)	1-year replacement parts or product
Handles, Hinges, Legs & Drawer Runners	1-year replacement parts
Vanity Tops	1-year labour for product fault
Ceramic Basin-Tops	1-year replacement product
Poly-Marble Basin-Tops	
Solid Surface Basin-Tops	
Stone Tops	
Mambo Tops	
Hardwood Timber Tops	
Stainless Steel Sink Tops	5 years replacement product
Mirrors & Storage	Labour not included
Mirror Cabinets (MDF Cabinet Only)	1-year replacement parts or product
Mirror Cabinets (Glass Doors Only)	
Bevelled & Pencil Edge Mirrors	
LED Mirrors	
Basins	1-year labour for product fault
Ceramic	5 years replacement parts or product
Glass	1-year replacement parts or product
Cast Stone Solid Surface (Structural)	25 years replacement parts or product
Cast Stone Solid Surface (Finish)	5 years replacement product or repair
Toilet Suites	1-year labour for product fault. Parts subject to wear and tear, i.e. seals and rubbers are not covered by warranty
Ceramic	3 years replacement parts or product
R&T Internal System (Inlet & Outlet Valves)	1-year replacement parts 1-year labour
GEBERIT Concealed Cisterns (Tanks & Frames)	15 years replacement parts or product
GEBERIT Concealed Cisterns (Inlet & Outlet Valves)	3 years replacement parts 1-year labour
GEBERIT Flush Button Plates	3 years replacement parts or product
Seat & Hinges	1-year replacement parts or product
Link & Flush Pipes	
Button Assembly	

PLEASE NOTE:

Installation of faulty, warped or damaged goods will void warranty. Installation is acceptance of goods.

Baths	Labour not included
Acrylic (Structural)	10 years replacement on bath shell
Acrylic (Matte Finish)	1-year replacement on bath shell
Resin Stone (Structural)	25 years replacement parts or product
Cast Stone Solid Surface (Structural)	
Resin Stone (Finish)	5 years replacement product or repair
Cast Stone Solid Surface (Finish)	
Adjustable Legs & Frames	5 years replacement parts
Overflow Kits	1-year replacement parts
Wastes	
Mixers (Not including Floor-Standing Mixers or Coil Mixers)	Does not include parts subject to wear and tear, i.e. washers, O-rings, jumper valves
Ceramic Disc Cartridges	15 years replacement parts
Mixer (Structural)	7 years replacement parts or product
Mixer (Chrome Finish)	7 years replacement parts or product
Mixer (Electroplated & PVD Finishes)	1-year replacement parts or product
Floor-Standing Mixers & Coil Mixers	Does not include parts subject to wear and tear, i.e. washers, O-rings, jumper valves.
Ceramic Disc Cartridges	15 years replacement parts
Mixer (Structural)	5 years replacement parts or product
Mixer (Chrome Finish)	
Mixer (Electroplated & PVD Finishes)	1-year replacement parts or product
Three-Piece Tapware	Does not include parts subject to wear and tear, i.e. washers, O-rings, jumper valves.
Ceramic Disc Cartridges	5 years replacement parts. 1-year labour.
Taps & Outlets (Structural)	5 years replacement parts or product
Taps & Outlets (Chrome Finish)	15 years replacement parts or product
Taps & Outlets (Electroplated & PVD Finishes)	1-year replacement parts or product
Showers, Accessories & Bath Outlets	Labour not included
Shower Heads & Arms (Structural)	7 years replacement parts or product
Shower Rails (Structural)	5 years replacement parts or product. 1-year labour on Twin Rail Showers only.
Shower Hoses	1-year replacement parts or product
Bath Outlets (Structural/Components)	7 years replacement parts or product
Accessories (Structural/Components)	5 years replacement parts or product
Finishes (Chrome)	7 years replacement parts or product
Finishes (Electroplated & PVD Finishes)	1-year replacement parts or product
Spare Parts	Labour not included
All Spare Parts	1-year replacement parts

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WARRANTIES, RETURNS & CREDITS

Installation is acceptance of goods. If the product is incorrect or damaged, Fienza must be notified in writing before installation. Fienza cannot offer warranty/replacement products after the incorrect or damaged product has been installed.

- Proof of purchase is necessary to claim.
- The warranty only applies to the original owner and is not transferable.
- Fienza will not be liable for any loss or damages caused by a defective product, only the product itself.
- Product must be installed by a licensed tradesman. Failure to do so voids warranty.
- Product must be installed according to manufacturer's instructions. Failure to do so voids warranty.
- These warranties are only available on products purchased after 1st May 2012.

Exclusions

To the fullest extent permitted by law, Fienza excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage. Fienza will not be liable to bear the expense of claiming the warranty (i.e. time off work, postage, etc).

Australian Consumer Law Guarantee

The benefits given by these warranties are in addition to the other rights and remedies that consumers may have under the Australian Consumer Law and any other applicable laws. Our goods come with guarantees that cannot be excluded in 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.

Returns

All goods are to be checked for faults or damage within 48 hours of being received. You will waive any claim for shortage and/or breakages of any goods delivered if you do not lodge a claim in writing (email accepted) to Fienza within 48 hours of receiving goods.

All breakages or product shortages will not be recognised if deliveries are made by a third party organised by the retailer. Claims for shortages or damages will not be accepted if deliveries occur between the retailer and the customer. It is the responsibility of the retail store to ensure all products are checked for damage/quantity and correct items before they are delivered to the consumer.

Return of goods due to incorrect or cancelled orders will incur a 20% restocking fee plus the cost of the return freight to Fienza. Return of goods to Fienza due to incorrect or cancelled orders is the responsibility of the purchaser at their expense. Credits will not be applied for any goods returned to Fienza that are not in original packaging and saleable condition.

Fienza reserves the right to refuse or reduce customer credits for specialised orders.

If your Fienza representative collects your returned goods, the customer will not need to pay for return freight, but is still liable for the 20% restocking fee. Please note that this excludes any large items or non-metro locations.

How do I claim warranty?

Contact the Store from which the product was purchased. Or, if for some reason you cannot get into contact with the store you may contact us at Fienza (07) 3490 6700. Please note you may be asked for both your invoice from the store and the invoice from your licensed installer.

What will Fienza do to fix a problem?

This will depend on the problem with the product. Fienza will do one of the following:

- Replace the faulty product.
- Arrange a licensed service technician to repair or replace the product.
- Arrange a Refund with the Store from which you purchased the product (only in the case of major failure and within the warranty period). Please note in order to receive a refund, the product (with Major Failure) needs to be returned to either Fienza or the store where the product was purchased.