

FRANKE - 10 YEAR TECTONITE WARRANTY

CONDITIONS

- Warranty applies to parts and labour starting from date of purchase of product, is non-transferable and applies only to the original purchaser, providing the product has been installed in accordance with the manufacturers installation instructions and used in a normal residential application.
- The guarantee only applies if a document proving the date of purchase is produced.
- Any faults caused by defective production or materials will be replaced free-of-charge during the guarantee period.
- Any such faults will be replaced, at the sole discretion of Franke, either by repairing faulty components or by replacing the whole product with the same or an equivalent model where the balance of the warranty period from the original date of purchase will take effect.
- Warranty does not cover outdoor use unless placed in the alfresco area with a solid roof covering and 2 walls.
- The Company is not liable for damage caused by:
 - a. Improper or unsuitable use and/or maintenance or cleaning
 - b. Transport
 - c. Knocks, scuffs or scratches, tampering, incorrect repairs and repairs made by unauthorized technicians
 - d. Normal wear and tear
 - e. Non-compliance with the technical and installation instructions
- Any imperfections in the finishes or in the natural materials used should not be considered as faults but a typical characteristic of these crafted products.
- The guarantee does not cover product removal or re-installation costs, visits and calls of specialised technicians, costs borne by the customer due to the unavailability and/or non-use of the product.

Your new Franke sink should be thoroughly inspected prior to installation. Franke shall not be liable for any inconvenience or expense for material or labour related to removal or replacement of the defective sink.

Franke has a service network in all metropolitan areas and most regional areas. Where the warranty claim has been made outside a radius of 50km from any store where the product can be purchased, the customer is responsible for the cost of delivery to the nearest service agent or the travel cost for a technician to travel to a location outside the 50km radius, unless agreed otherwise with the company.

MAKING A WARRANTY CLAIM

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Should you ever need to make a warranty related enquiry about your Franke product, simply call (03) 9700 9100 to speak with our friendly customer service consultants. We suggest you have the following information close at hand to make the process as easy as possible:

1. Model number of your tap
2. A copy of your original purchase receipt
3. Address details of where the tap is installed

Alternatively, you may email, fax or post a service request to the details provided above.

Any associated or ancillary costs to be incurred by you as a result of replacement or repair of Franke taps under this guarantee shall, in all cases, be previously approved by PR Kitchen & Washroom Systems Pty Ltd. Please note: The benefits provided under this warranty are additional to other rights and remedies available to the customer under the Australian Customer Law.

YOUR STATUTORY RIGHTS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a 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.

PR Kitchen & Washroom Systems

P.O Box 53171, Auckland Airport
Auckland 2150
New Zealand
Phone: 09 964 0400
Fax: 09 964 0401
Email: service@prks.co.nz
Website: www.prkws.com