WARRANTY **INFORMATION**

MARCH 2024

INFORMATION REQUIRED FOR WARRANTY CLAIMS

- All categories of a Service Request Form must be completed to have this processed.
- Service Request Form
- Or by sending a copy to sales@stein.co.nz (pdf copies are available upon request)
- Service Requests must be included with complete information including photos accurately showing the issue. A minimum of two photos is expected, one showing the product from a wide angle and a close-up image is expected.

SERVICE REQUEST POLICY

- All warranty repair work is to be performed by a Stein staff member or an authorised service agent or plumber who has received a Service Request number and authorisation to attend the job. No charges will be covered for warranty repair work that is completed without documented authorisation from Stein.
- Stein or their authorised agent require access to the site within 60 Days of claiming to fix what's required or the claim is closed.
- If a service request is submitted and a service agent is dispatched under the direction of Stein to rectify the issue and the issue reported was not a Stein product or a fault with a Stein product, a service or call out fee will be on charged to the submitter/requester of the service request at a minimum of $150.00 per visit.

PRODUCT	NAME	COVER**	LABOUR INCLUSIVE PERIOD	LIMITATIONS THAT APPLY
Showers	Georgia Project Emillio	10 years	2 years	Working Parts, PVC seals - 12 months * Black 2 years
	Windsor	5 years	2 years	
	Vida	1 year	N/A	
Acrylic Trays & Liners		5 years	2 years	
Basins		5 years	2 years	*
Mirror Cabinets		2 years	N/A	*
Splash backs		5 years	2 years	*
Vanities	All Models	10 years	1 year	Working parts - 12 months *
Toilets		5 years	2 years	Seat, Valves & Fittings - 2 years: S/Close Seat 6 months *
Shower Wastes		5 years	2 years	Inside elements 2 years
Turtle Shell		5 years	2 years	*
Mirrors		2 years	N/A	*
Quicktile		20 years	N/A	*
Bathscreens		5 years	N/A	*

*Replacement parts only

NOTE: Replacement parts only after labour inclusive period above

**Commercial warranty 1 year

WARRANTY LIMITATIONS AND CONDITIONS

- All products must be installed by a suitably qualified/licenced installer in accordance with the installation instructions and looked after in accordance with the aftercare instructions. The product guarantee will be invalid if it has been modified, misused, neglected, wilfully or accidently damaged or not maintained, cleaned or cared for.
- Visible faults and damaged product must be notified prior to installation. We are committed to rectify faults at this point. Installed product is considered as accepted product later claims are not valid.
- Water temperatures exceeding 55 degrees Celsius, heavy mineral loadings, geothermal atmosphere, PH imbalance or excessive water pressure.
- Damage to a Stein product by an outside cause. Examples: Flooding, fire, seismic event, lightning strike, excessive UV, or unrelated trade installation failure. Non-compliance with NZ Building Code clause G4 for ventilation.
- Products where a defect is not considered to be due to faulty manufacturing or materials but related to normal wear and tear.
- Timelines of warranty applies from original purchase date. The warranty is invalid if the warranty claim has not been notified to Stein (or their approved retailer) within ninety (90) days of the problem first appearing.
- No liability for consequential damage/injury to any person, property or loss as it is accepted the owner's responsibility to identified risks immediately, isolate and contact Stein for a solution.
- Discrepancies or glazing imperfections for vitreous china products are permitted within AS1976. It is accepted that vitreous china products can vary up to +/-3mm on any surface due to the manufacturing process.
- Faults to product caused after goods leave our warehouse are excluded. Please refer to Stein freight policy for further details.
- Ex-display, samples, or any installation of Stein Product that is second-hand are excluded.
- Where a Stein product is included with another manufacturer's products for a specific installation. The warranty covers replacement of the defective product only.
- Third party warranties must be lodged with the third party for example Sika or Enduroshield. These must meet the conditions stated by their warranty.
- The warranty applies only in New Zealand and only to the original purchaser or the first resident owner after acquiring this title.
- Appearance of silicon sealing, or applied finish is not the responsibility of Stein.
- Goods returned after 90 Days from dispatch date will not be accepted for credit.

RECEIPT OF GOODS REQUIREMENTS:

- **Merchant:** Inspect goods prior to acceptance of delivery. If there is freight damage this must be recorded when signing receipt of goods. Any issues or breakages must be notified to Stein immediately.
- **Installer:** All product must be inspected prior to installation. If you find any defects or damage do not proceed with installation until resolved. Stein is not liable for costs associated with faulty or damaged products been installed.

STEIN WILL DETERMINE ITS RESPONSIBILITIES TO TAKE UP A REQUESTED WARRANTY CLAIM AND OFFER ONE OF THE FOLLOWING SOLUTIONS AS BELIEVES APPROPRIATE.

- Meet the cost to repair or replace the faulty item identified.
- Make monetary compensation for the claim submitted.
- Recompense the original cost of the product.
- Make an upgraded product/part available if deemed appropriate.

HEAD OFFICE: 54 UNUTOTO PLACE, TAURIKO, TAURANGA, 3171

EMAIL: INFO@STEIN.CO.NZ

FREEPHONE: 0800 002 299 **PHONE:** 07 928 9990

WWW.STEIN.NZ