

WARRANTY LINE 0800 655 455

NZ WARRANTY

Where Greens Bathroom range products are purchased for use in domestic residential installations, the purchaser or end user may have recourse or remedy under any relevant consumer protection legislation. The Greens product warranty is applicable only on items purchased and installed in the country where the original purchase was made. The warranty only applies to the original owner and is not transferable.

While products are manufactured to the highest standard, the following warranty periods apply to the Greens Bathroom range from the date of purchase that products are free from all defects in materials and workmanship:

Mode Collection Cabinetry – 10 Years

Mode Collection Hardware – Lifetime

Mode Collection Timber Tops – 7 Years

Mode Collection Vanity Tops – 5 Years

Mode Collection Ceramic Basins – 5 Years

Accessories & Wastes – 1 Year

COMMERCIAL INSTALLATIONS

This applies to hotels, motels, rest homes, hospitals, offices and all other commercial installations. For such installations, a **1 Year warranty** will apply, with products warranted to be free from defects in materials and workmanship for **ONE year** from date of purchase.

CONDITIONS OF WARRANTY

If the following conditions are not met, the warranty will be deemed null and void.

1. Proof of purchase (invoice or receipt) is to be provided.
2. The claimant must be the original purchaser (the warranty is not transferrable).
3. Product must be installed by a licensed plumber, builder and/or electrician.
4. Greens installation instructions must be followed.
5. The product has not been tampered with or repaired in any way.
6. The product has not been damaged by misuse, accident, or neglect.
7. The product has not been damaged by adhesives, sealants or use of improper cleaning products, including cream cleaners and cleaners containing corrosive acids, scouring agents or solvent cleaners.
8. All repair work is to be pre-approved by Greens, and undertaken by its authorised service agent.
9. Other conditions may apply depending on the nature of the installation.

Greens shall in no way be liable to the purchaser or end user of Greens Tapware or showers for any loss, damage (direct, indirect or consequential), cost or expense suffered or incurred by that person other than as provided in the above provisions, under any relevant consumer protection legislation or as consented to by Greens in writing in advance.

Please note: It is the installers/consumers responsibility to ensure:

- Product is not damaged prior to installation. Please check the vanity unit for any damage before installing. **If there is any damage, DO NOT continue with the installation.** Please contact the merchant where the vanity was purchased. Installation of the vanity unit is deemed as accepting the condition of the vanity unit.
- The product has all its components.
- Required product care and maintenance is performed.

Please always check the printed date on this warranty. The most up to date warranty is always on our website <http://www.greenstapware.com/warranty-guide>.

PRODUCT CARE AND MAINTENANCE

Maintenance of the finish of your Greens Bathroom range is important. Here are a few simple tips to follow:

Vanity Cabinets

For cleaning all vanity cabinets, please use a small amount of warm soapy water with a soft clean cloth, then wipe dry immediately with a soft cloth or Chamois. DO NOT let any water sit as materials used in the cabinet are water resistant but not water proof. Warranty does not cover any water damage to the cabinet. Excess moisture can only damage the cabinet so please keep the room ventilated.

Benchtops

Polymarble, Acrylic, Vitreous China, Caesarstone, RF Stone, & Corian

Please use warm soapy water for day to day cleaning, then wipe dry immediately with a soft cloth or Chamois. For stubborn stains, use only non-abrasive cleaners available from most bathroom supply stores. Do not use abrasive cleaning agents containing a corrosive acid or scouring agent, as well as cream cleaners as they may damage the surface which is not covered under warranty.

Timber Tops

Clean up spills straightaway. Any splashes of water around the basin on the vanity need to be mopped up with a towel. Please use warm soapy water for day to day cleaning, then wipe dry immediately with a soft cloth or Chamois.

Do not use abrasive cleaning agents containing a corrosive acid or scouring agent, as well as cream cleaners as they may damage the surface which is not covered under warranty.