**WARRANTY**

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| **PRODUCT RANGE** | **DOMESTIC WARRANTY** | **COMMERCIAL WARRANTY** |
| **TOILETS CERAMIC** | * 10 YEARS ON CERAMIC PART OR PRODUCT * 1 YEAR LABOUR | * 12 MONTHS ON CERAMIC OR PRODUCT * 1 YEAR LABOUR |
| **R & T INLET/OUTLET VALVE**  **INWALL CISTERN** | * 5 YEARS ON INLET/OUTLET VALVE/ INWALL CISTERN * 1 YEAR LABOUR | * 3 YEARS REPLACEMENT ONLY |
| **SEAT COVERS/SEAT HINGES** | * 1 YEAR REPLACEMENT ONLY * NO LABOUR | * 1 YEAR REPLACEMENT ONLY |
| **BUTTON ASSEMBLY** |
| **ACRYLIC BATHS** | * 10 YEARS BATH SHELL * REPLACEMENT ONLY NO LABOUR | * 1 YEAR REPLACEMENT ONLY |
| **BATH ADJUSTABLE LEGS &FRAME** | * 5 YEARS * REPLACEMENT ONLY NO LABOUR |
| **VANITIES** | * 5 YEARS CABINET ONLY PART OR PRODUCT * 1 YEAR LABOUR | * 1 YEAR REPLACEMENT ONLY |
| **CERAMIC /STONE TOP** | * 1 YEAR PART OR PRODUCT * REPLACEMENT ONLY NO LABOUR |
| **HANDLES/HINGES/DRAW RUNNERS/LEGS** | * 1 YEAR REPLACEMENT ONLY * NO LABOUR |
| **MIRROR CABINETS & PARTS** | * 1 YEARS PART OR PRODUCT * 1 YEAR REPLACEMENT ONLY * NO LABOUR |
| **CERAMIC BASINS & CONCRETE PRODUCTS** | * 5 YEARS PART OR PRODUCT * REPLACEMENT ONLY * NO LABOUR | * 1 YEAR REPLACEMENT ONLY |

**Product Quality guarantee**

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 repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

To the extent permitted by Law, BNK will not be liable for any Loss or damages to any property or injury to any person nor liable for any consequential loss due to the defect product, but only the product itself.

Please refer to our TERMS and CONDITIONS policy

**TERMS & CONDITIONS**

**SERVICE/WARRANTY**

Customer should contact the retailer where the products were purchased to process the claims.

Provide the following when submitting Service/warranty request: email form to

[Service-qld@bnk-global.com.au](mailto:Service-qld@bnk-global.com.au) along with,

* Proof of purchase (Invoice/Purchase order numbers)
* Date of purchase
* Customers full details
* Images and video’s to support claim

**Please Note:**

* If the product is found to be incorrect or damaged prior to installation you must notify BNK in writing within 24-48 hours of discovery. BNK will not warrant if incorrect/damaged product is installed.
* Product is to be installed by a licence trades person otherwise warranty will be voided.
* After the service request is attended to and is found that the problem or issue was caused from faulty installation. BNK reserves the right to charge the service fee to the premises or retailer/installer.

Once request has been submitted successfully we will contact your customer within 24-48hrs Between Monday to Friday during business hours.

Please note that once the service/warranty has been finalised BNK will issue an email to the retailer that made the claim to let them know service/warranty request has been finalised or to be advised if service/warranty request does not meet BNK warranty terms and conditions.

**RETURNS & CLAIMS**

Provide the following when submitting Return/claim request:

* Proof of purchase (Invoice/Purchase order numbers)
* Date of purchase
* Reason for return

**Please note:**

* It is the retailer’s responsibility to ensure that the product is checked for damages and shortages before they deliver to the customer , BNK is not liable for any claims under these circumstances where damaged and shortages is found after delivery to site/ case to case for instances where BULK products are delivered to site
* Returns of Goods due to change of mind will incur a 20% restocking fee
* Goods that are returned in unsellable condition and not in original packaging will not be credited and will be returned back to retailer at their own expense
* All special/customise orders cannot be returned or credited once deposit has been made

OTHER SUGGESTION FROM JOSSLYN AND ANDREA: Either from the factory end or at our warehouse end, we should put a sticker (Bright Orange colour with black writing) on the packaging of every single product(mainly baths): PLEASE INSPECT THE PRODUCT PRIOR TO INSTALLATION, CLAIMS DUE TO INCCORECT PRODUCTS OR DAMAGES WILL NOT BE ACCEPTED AFTER 48 HOURS OF RECEIPT.