

# WARRANTY

PRODUCT RANGE	DOMESTIC WARRANTY	COMMERCIAL WARRANTY
TOILETS CERAMIC	<ul style="list-style-type: none"> <li>• 15 YEARS REPLACEMENT ON CERAMIC PARTS OR PRODUCT</li> <li>• 1 YEAR LABOUR</li> </ul>	<ul style="list-style-type: none"> <li>• 12 MONTHS ON CERAMIC OR PRODUCT</li> <li>• 1 YEAR LABOUR</li> </ul>
R & T INLET / OUTLET VALVES INWALL CISTERNS	<ul style="list-style-type: none"> <li>• 5 YEARS REPLACEMENT ON INLET/ OUTLET VALVES/ INWALL CISTERNS</li> <li>• 1 YEAR LABOUR</li> </ul>	<ul style="list-style-type: none"> <li>• 3 YEARS REPLACEMENT ONLY</li> <li>• 1 YEAR LABOUR</li> </ul>
SEATS / SEAT HINGES	<ul style="list-style-type: none"> <li>• 1 YEAR REPLACEMENT /1 YEAR LABOUR</li> </ul>	<ul style="list-style-type: none"> <li>• 1 YEAR REPLACEMENT</li> <li>• 1 YEAR LABOUR</li> </ul>
FLUSH BUTTON PLATES		
ACRYLIC BATHS	<ul style="list-style-type: none"> <li>• 10 YEARS BATH SHELL REPLACEMENT</li> <li>• 1 YEAR LABOR</li> </ul>	<ul style="list-style-type: none"> <li>• 3 YEARS REPLACEMENT</li> <li>• 1 YEAR LABOUR</li> </ul>
VANITIES / SHAVING CABINETS	<ul style="list-style-type: none"> <li>• 5 YEARS CABINET REPLACEMENT ONLY PARTS OR PRODUCT</li> <li>• 1 YEAR LABOUR</li> </ul>	<ul style="list-style-type: none"> <li>• 3 YEARS REPLACEMENT</li> <li>• 1 YEAR LABOUR</li> </ul>
SHAVING CABINET DOOR	<ul style="list-style-type: none"> <li>• 1 YEAR REPLACEMENT PART</li> </ul>	<ul style="list-style-type: none"> <li>• 1 YEAR REPLACEMENT PART</li> </ul>
CERAMIC TOPS /STONE TOPS	<ul style="list-style-type: none"> <li>• 10 YEARS REPLACEMENT ON CERAMIC</li> <li>• 1 YEAR LABOUR</li> </ul>	<ul style="list-style-type: none"> <li>• 3 YEARS REPLACEMENT</li> <li>• 1 YEAR LABOUR</li> </ul>
HANDLES / HINGES DRAWER RUNNERS / LEGS	<ul style="list-style-type: none"> <li>• 1 YEAR REPLACEMENT /1 YEAR LABOUR</li> </ul>	<ul style="list-style-type: none"> <li>• 1 YEAR REPLACEMENT</li> <li>• 1 YEAR LABOUR</li> </ul>
CERAMIC BASINS	<ul style="list-style-type: none"> <li>• 5 YEARS PARTS OR PRODUCT</li> <li>• 1 YEAR LOBOUR</li> </ul>	<ul style="list-style-type: none"> <li>• 3 YEARS REPLACEMENT</li> <li>• 1 YEAR LABOUR</li> </ul>
CONCRETE PRODUCTS BASINS / BATHS / ACCESSORIES WASTES	<ul style="list-style-type: none"> <li>• 2 YEARS REPLACEMENT</li> <li>• 1 YEAR LABOR</li> </ul>	<ul style="list-style-type: none"> <li>• 1 YEAR REPLACEMENT</li> <li>• 1 YEAR LABOUR</li> </ul>
GLASS BASINS	<ul style="list-style-type: none"> <li>• 2 YEARS REPLACEMENT</li> <li>• 1 YEAR LABOR</li> </ul>	<ul style="list-style-type: none"> <li>• 1 YEAR REPLACEMENT</li> <li>• 1 YEAR LABOUR</li> </ul>
MARBLE BASINS	<ul style="list-style-type: none"> <li>• 2 YEARS REPLACEMENT</li> <li>• 1 YEAR LABOR</li> </ul>	<ul style="list-style-type: none"> <li>• 1 YEAR REPLACEMENT</li> <li>• 1 YEAR LABOUR</li> </ul>
FIRECLAY FARM SINKS	<ul style="list-style-type: none"> <li>• 25 YEARS REPLACEMENT</li> <li>• 1 YEAR LABOUR</li> </ul>	<ul style="list-style-type: none"> <li>• 5 YEARS REPLACEMENT</li> <li>• 1 YEAR LABOUR</li> </ul>

## 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.  
Service-qld@bnk-global.com.au & Service-vic@bnk-global.com.au along with,

- Proof of purchase (Invoices/Purchase Order Numbers)
- Date of purchase
- Customer's full details
- Images and videos 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 it is found that the problem or issue was caused by 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 24-48 hours 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.

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## RETURNS & CLAIMS

Provide the following when submitting Return/claim request:

- Proof of purchase (Invoices/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 are not liable for any damage or shortage claims if deliveries occur between the retailer and the customer.
- 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/customised orders cannot be returned or credited once deposit has been made.