

Fienza prides itself on supplying products of a high standard, our warranty periods are extremely competitive and practically designed to give the end user peace of mind.

Please find an outline of some general warranty conditions you may find helpful below.

Baths / Bath Spouts

Acrylic Free standing Baths	5 Years Structural Guarantee. 12 months on finish
Bath Spouts	12 months on finish (Warranty voided by harsh cleaning Products)
Ceramic / Glass Basins	12 months replacement Warranty
Mirrors / Shaving Cabinets	12 months replacement Warranty
Mixers	5 Years Replacement Warranty on Cartridge (First 12months includes Labour.) 12 months on Finish (Warranty voided by harsh cleaning Products)
Shower Screens and Bases	12 months replacement Warranty
Stone Baths and Basins	25 Years – Structural Guarantee 12 Months on general finish
Tapware	5 Years Replacement Warranty on Ceramic Disk First 12 months includes Labour. Warranty does not include jumper Valve Replacement. 12 months on Finish (Warranty voided by harsh cleaning Products)
Toilet Suites	5 Years Replacement Ceramics 3 Years Replacement on Mechanisms 12 months Replacement on Seat Cover (Warranty voided by harsh cleaning Products)

Warranty only covers Fienza products, and does not extend to any products outside the Fienza range. The warranty period commences from date of purchase. To make any warranty claims, Proof of Purchase must be shown by claimant. The warranty only applies to the original owner and is not transferable.

Fienza will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the product or components.

Warranty may be voided for any of the following reasons;

- # The customer cannot provide proof of purchase or equivalent documentation.
- # Products have not been installed by a licensed plumber and /or qualified Tradesman
- # Products are not installed to relevant National Standards and State Regulations.
- # Products are not installed in accordance with the manufacturer's installation instructions.
- # Water pressures and or temperatures that exceed stated limitations of the product guidelines.