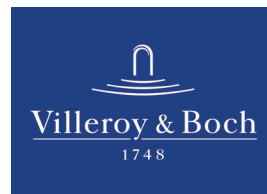


# VILLEROY & BOCH

## RESIDENTIAL WARRANTY



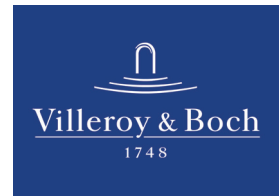
Paterson Trading Ltd warrants that the following products manufactured by Villeroy & Boch and supplied in New Zealand by an authorised Paterson supplier will be free from defects in materials and workmanship, and, for the following periods from the date of purchase:

PRODUCT		WARRANTY PERIOD PARTS	WARRANTY PERIOD LABOUR
TAPWARE			
	Mixer working parts (cartridge, aerator, hoses)	15 years	2 years
	Surface      Chrome	15 years	2 years
	Colour	7 years	2 years
SHOWERS			
	Showers (Chrome): excluding hoses and handpieces	15 years	1 year
	Showers (Colour): excluding hoses and handpieces	7 years	1 year
	Shower hoses and handpieces	2 years	Nil
ACCESSORIES			
	Surface      Chrome	5 years	Nil
	Colour	3 years	Nil
FURNITURE			
	Cabinets, surface, mechanical parts	2 years	1 year
MIRRORS			
	Mirrors	2 years	Nil
KITCHEN SINKS			
	Ceramic sinks	10 years	2 years
	Sink wastes	2 years	Nil

28.11.2025

# VILLEROY & BOCH

## RESIDENTIAL WARRANTY



PRODUCT		WARRANTY PERIOD PARTS	WARRANTY PERIOD LABOUR
SANITARYWARE			
	Ceramic toilets, basins, trap covers	10 years	2 years
	Toilet seat soft close mechanism	2 years	Nil
	Toilet seats and seat hinges	3 years	Nil
	Toilet flushing mechanisms (excluding seals and washers)	3 years	1 year
	Toilet seals and washers	2 years	Nil
IN WALL CISTERNS			
	In wall cistern tank	15 years	1 year
	In wall cistern flushing mechanisms (excludes seals and washers)	5 years	1 year
	In wall cistern seals and washers	2 years	Nil
	Flushplates	5 years	Nil
BATHS			
	Quaryl baths	10 years	2 years
	Acrylic baths	10 years	2 years
	Bath wastes and overflows	3 years	1 year
REPLACEMENT PARTS			
	1 year cover for replacement product or parts only. Excludes any cover for labour.	1 year	Nil

# ARGENT

## RESIDENTIAL

## WARRANTY



Paterson Trading Ltd warrants that the following products manufactured by Argent and supplied in New Zealand by an authorised Paterson supplier will be free from defects in materials and workmanship, and, for the following periods from the date of purchase:

PRODUCT		WARRANTY PERIOD PARTS	WARRANTY PERIOD LABOUR
TAPWARE			
	Mixer working parts (cartridge, aerator, hoses)	15 years	2 years
	Surface      Chrome Colour	15 years 7 years	2 years 2 years
	Replacement parts	1 year	Nil
SHOWERS			
	Showers (Chrome): excluding hoses and handpieces	15 years	1 year
	Showers (Colour): excluding hoses and handpieces	7 years	1 year
	Shower hoses and handpieces	2 years	Nil
	Replacement parts	1 year	Nil
ACCESSORIES			
	Surface (chrome and colour finishes)	3 years	Nil
EVA SMART TOILET			
	Ceramic	5 years	2 years
	Electronics and Seat	3 years	1 year
	Remote Control	2 years	1 year

# ARGENT

## RESIDENTIAL

## WARRANTY



PRODUCT		WARRANTY PERIOD PARTS	WARRANTY PERIOD LABOUR
SANITARYWARE			
	Ceramic toilets, basins, trap covers	10 years	2 years
	Toilet seat soft close mechanism	2 years	Nil
	Toilet seats and seat hinges	2 years	Nil
	Toilet flushing mechanisms (excluding seals and washers)	3 years	1 year
	Toilet seals and washers	2 years	Nil
IN WALL CISTERNS			
	In wall cistern tank	15 years	1 year
	In wall cistern flushing mechanisms (excludes seals and washers)	5 years	1 year
	In wall cistern seals and washers	1 year	Nil
	Flushplates	5 years	Nil
WASTES + TRAPS			
	Click clack wastes and bottle traps	3 years	Nil
REPLACEMENT PARTS			
	1 year cover for replacement product or parts only. Excludes any cover for labour.	1 year	Nil

## RESIDENTIAL WARRANTY

Paterson Trading Ltd warrants that the following products manufactured by Fima and supplied in New Zealand by an authorised Paterson supplier will be free from defects in materials and workmanship, and, for the following periods from the date of purchase:

PRODUCT		WARRANTY PERIOD PARTS	WARRANTY PERIOD LABOUR
TAPWARE			
	Mixer working parts (cartridge, aerator, hoses)	5 years	2 years
	Surface (chrome and colour finishes)	7 years	2 years
	Replacement parts	1 year	Nil
SHOWERS			
	Showers (Chrome): excluding hoses and handpieces	15 years	1 year
	Showers (Colour): excluding hoses and handpieces	7 years	1 year
	Shower hoses and handpieces	2 years	Nil
	Replacement parts	1 year	Nil
ACCESSORIES			
	Surface (chrome and colour finishes)	3 years	Nil
WASTES + TRAPS			
	Click clack wastes and bottle traps	3 years	Nil
REPLACEMENT PARTS			
	1 year cover for replacement product or parts only. Excludes any cover for labour.	1 year	Nil

# HARO + CEDO SEATS

## RESIDENTIAL WARRANTY

Paterson Trading Ltd warrants that the following products manufactured by Paterson Trading's agencies and supplied in New Zealand by an authorised Paterson supplier will be free from defects in materials and workmanship, and, for the following periods from the date of purchase:

PRODUCT		WARRANTY PERIOD PARTS	WARRANTY PERIOD LABOUR
HARO TOILET SEATS			
	Toilet seat, cover and hinges	2 years	Nil
	Soft closing dampers	10 years	Nil
CEDO TOILET SEATS			
	Toilet seat soft close mechanism	2 years	Nil
	Toilet seats and seat hinges	3 years	Nil
REPLACEMENT PARTS			
	1 year cover for replacement product or parts only. Excludes any cover for labour.	1 year	Nil

# PATERSON NEW ZEALAND RESIDENTIAL WARRANTY

Paterson Trading will rectify free of charge for parts and labour any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the conditions set out below.

The benefits offered by this warranty are in addition to your rights and remedies under New Zealand Consumer Law. Our goods come with guarantees that cannot be excluded under the New Zealand 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.

## HOW TO MAKE A WARRANTY CLAIM:

- Contact either Paterson or the authorised Paterson supplier from whom the product was purchased ('the Supplier');
- Provide proof of purchase (such as a copy of the purchase receipt) at or prior to the inspection of the product by Paterson or the Supplier;
- Provide to Paterson or the Supplier all known relevant details of the model, finish and nature of the problem to assist with the identification and rectification of any fault;
- Make an arrangement with Paterson or the Supplier to have the product inspected at the location where the product was delivered or installed, or to have the product returned to the place of purchase for inspection by Paterson or the Supplier, during the warranty period.

Paterson provides service calls within metropolitan regions and also within the normal operating areas of the nearest authorised Paterson supplier, using Paterson or its nominated Service Agent. This service is conditional on being provided during normal working hours of Paterson or its nominated Service Agent. Where service calls are unavailable then arrangements for repair or replacement of product will be at the discretion of Paterson. Paterson reserves the right to request return of faulty products for inspection. Paterson reserves the sole right to determine whether a product contains any defects in materials or workmanship covered by this warranty.

# PATERSON

# NEW ZEALAND

## RESIDENTIAL WARRANTY

### COSTS:

Paterson will bear any expenses incurred for claims under this warranty, excluding:

- Any costs incurred by Paterson or its nominated Service Agent (including the cost of any service call) due to you incorrectly identifying the product or nature of the problem or being absent for a mutually agreed appointment;
- Any and all travel costs and expenses incurred or charged by Paterson or its nominated Service Agent in connection with any inspection of the product outside metropolitan areas or outside the normal operating areas of the nearest authorised Paterson Supplier.

Any claim for expenses incurred in making a claim under this warranty should be sent to Paterson in writing at the address mentioned on 'Paterson Tapware & Bathroomware Warranty' page 9 of 22 July 2024.

### EXCLUSIONS:

This warranty is for normal domestic and commercial use only and does not cover:

- Any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, or installation by a non-licensed plumber or the fitting of other devices to the outlet of tapware;
- Any defects or injury caused by or resulting from products installed in a way that was contrary to any applicable national or local Standards or regulatory requirements;
- Any defect, damage or injury caused by or resulting from the effects of hard water, inadequate flushing of system, or failure to clean and replace outlet aerator inserts or other alterations or modifications which affect the reliability or performance of the product;
- Damage to finishes by adhesives or sealants;
- Damage to finishes/products caused by constant exposure to salt-laden air;
- Defects or injury caused by or resulting from installation of product in situations outside of the best NZ standard practice for plumbing installation;
- Any defect or injury caused by an act, default or omission of, or any representation made by, any person other than Paterson or an employee or agent of Paterson.



# PATERSON NEW ZEALAND

## RESIDENTIAL WARRANTY

- Any defect that is not considered having been established during the manufacturing process or considered normal wear and tear of the product.
- No claims will be considered for damage to the decorative coating caused by the use of inappropriate or aggressive cleaning agents and procedures.
- Any items that were not new at the time of sale. Excludes items sold second hand.
- Instances where there has been a failure to follow the manufacturers installation instructions. This will void the warranty.
- Product where supporting evidence cannot be provided that a licensed plumber installed the product as per the manufacturer or Paterson Trading's instructions or specifications
- Any unauthorised repair work has been performed on the product by a person other than Paterson Trading, its authorized service agents or any plumber who has not received authorisation from Paterson Trading prior to proceeding with the work.

## CONTACT PATERSON

Paterson Trading Limited  
PO Box 511, Auckland 1140

Showroom: Corner Boston and Severn Roads, Grafton, Auckland 1024

P: +64 9 3093022

info@paterson.co.nz  
www.paterson.co.nz