

PATERSON NEW ZEALAND 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:

| DETAILS | | WARRANTY PERIOD | |
|---------------------------------------|---------------------|-----------------|--------------------------------------------------------------------|
| Mixer Tapware | | 15 years | Parts and labour for first 5 years. Parts only for the balance. |
| In-wall Cisterns; | | | |
| | Tanks | 15 years | Parts and labour for first 5 years. Parts only for the balance. |
| | Flush Buttons | 5 years | Parts only. |
| | Flushing Mechanisms | 2 years | Parts and labour. |
| | Seals and Washers | 1 year | Parts only. |
| Showers | | 15 years | Parts and labour for first 5 years. Parts only for the balance. |
| Shower Hoses | | 2 years | Parts only. |
| Accessories | | 5 years | Parts only. |
| Mirrors | | 1 year | Parts only. |
| Replacement Parts (Non-Warranty) | | 1 year | Parts only. |
| 3TH Tapware, Spouts, Traps and Wastes | | 3 years | Parts and labour. |
| Tapware Finishes | | 7 years* | Parts and labour. |

* See exclusions.

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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 the 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.

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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 & Bathroom ware Warranty' page 4 of 1 March 2018.

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;
- 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.
- Any defect that is not considered having been established during the manufacturing process or considered normal wear and tear of the product.

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- 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

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