

# PATERSON NEW ZEALAND WARRANTY



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

- 10 years for Villeroy & Boch toilet seats and seat hinges;
- 2 years for soft close dampers;
- 5 years for ceramics;
- 3 years for mechanisms supplied with Villeroy & Boch toilets (excluding seals and washers);
- 1 year for seals and washers supplied with flushing mechanisms;
- 5 years for wastes;
- 1 year for baskets, boards, strainer bowls and other sink accessories.

Villeroy & Boch will rectify free of charge for parts and labour (excluding seals and washers) any fault due to a defect in materials or workmanship appearing within the applicable warranty period subject to the conditions set out below. Villeroy & Boch will provide replacement seals and washers free of charge if they are required to rectify any fault due to a defect in materials or workmanship appearing within the 1 year warranty period subject to the conditions set out below. Labour is not included in the warranty for replacement seals and washers.

The benefits offered by this warranty are in addition to your rights and remedies under the 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.

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## HOW TO MAKE A WARRANTY CLAIM

To claim under this warranty:

- contact Paterson and fill out a Service Request form;
- provide proof of purchase (such as a copy of the purchase receipt) at or prior to the inspection of the product by Paterson;
- provide Paterson with 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 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, during the warranty period.

Paterson provides service calls within metropolitan regions and also within the normal operating areas of the nearest authorised Villeroy & Boch Agent, using Argent or their nominated Service Agent. Villeroy & Boch Agents provide service calls within metropolitan regions and also within the normal operating areas of the nearest authorised Villeroy & Boch Agent, using Paterson or their nominated Service Agent. This service is conditional on being provided during normal working hours of the Villeroy & Boch Agent or their 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. Villeroy & Boch and Paterson reserves the sole right to determine whether a product contains any defects in materials or workmanship covered by this warranty.

## COSTS

Villeroy & Boch will bear any expenses incurred for claims under this warranty, excluding:

- any costs incurred by Paterson or their 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 their nominated Service Agent in connection with any inspection of the product outside metropolitan areas or outside the normal operating areas of the nearest authorised Villeroy & Boch Agent. Any claim for expenses incurred in making a claim under this warranty should be sent to Paterson in writing at the address below.

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## 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 other alterations or modifications which affect the reliability or performance of the product not attributable to a defect in materials or workmanship;
- the effects of poor water quality and chemical attack which will affect the longevity of the product;
- any defects or injury caused by or resulting from products installed in a way that was contrary to any applicable national, state or local Standards or regulatory requirements;
- any defects or injury caused by or resulting from installation of product in situations outside of the New Zealand standards for plumbing installation;
- any defect or injury caused by or resulting from the use of epoxy glues;
- any defect or injury caused by an act, default or omission of, or any representation made by, any person other than Villeroy & Boch or an employee or agent of Villeroy & Boch.

## CONTACT PATERSON

Paterson Trading Limited  
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