

Dear Sir or Madam,

Thank you for purchasing the GranMaster sink. We believe that the product meets your expectations. Wishing you a pleasant use, the Wallaby team remains at your disposal.

All GranMaster sinks are provided with a lifetime warranty that complies with the Competition and Consumer Act (2010) in Australia (<http://www.accc.gov.au/>). This warranty does not cover scratching or normal wear and tear, as these are not manufacturing faults.

TERMS & CONDITIONS OF WARRANTY

The subject of this warranty is a granite sink and is valid for products purchased after 01/01/2017

1. The warranty is granted by Wallabycorp, hereinafter referred to as the Guarantor.
2. This warranty is applicable to GranMaster granite sinks purchased in Australia only, is non-transferrable, and applicable providing the sink has been installed in accordance with the manufacturer's installation instructions and used in a normal residential application. Only applies subject to producing a proof of purchase with the clearly stated date.
 - a. The Purchaser, ie a the original purchaser of the sink
3. The warranty includes responsibility for hidden defects inherited in the sink:
 - a. Structural defects in the material, internal cracks, if not caused by using abrasive cleaning agents and solutions, made mechanically or when product is used contrary to the instructions for use;
 - b. discoloration, unless caused by the use of chemicals by using the sink contrary to the instructions of standard use;
 - c. deformation resulting in factory production process detected before installing the sink;
 - d. not maintaining dimensions in the factory tolerances specified by the EN 13310 standard.
 - e. of merchantable quality—that is, sink of the quality given when purchasing it and of the description that is provided with it
 - f. fir for the purpose or job described to Purchaser or that are self-evident match any description or sample given to the Purchaser whether in promotional material, over the phone, in person, on a website or on labelling or packaging are free from defects and faults
4. The warranty is void if sink is used not in compliance with all the provisions of this warranty card, records of installation manual and/or use of the product, or if used outdoors. This also applies to carrying out repairs by persons not authorized by the Guarantor.
5. Wallabycorp are not obliged to provide a refund, credit or exchange if a Purchaser has:
 - a. Changed their mind, decided they no longer want the goods or just don't like them, or found that goods are the wrong size or colour
 - b. Found they can buy the same or similar goods elsewhere for a cheaper price
 - c. Have examined goods before buying them and should have seen any fault at that time

had a defect drawn to their attention before they purchased goods, for example, when goods are clearly labelled as seconds or faulty. Wallabycorp will rectify any genuine manufacturing fault found with any sink during normal domestic use.

- d. Caused a mechanical damage caused to the surface of the sink during use (eg. nicks, scratches, discoloration, dents);
 - e. Created damage to the surfaces caused by using harsh chemical agents containing acetone, corrosives, abrasives - tablets for dishwashers, descaling, toilet care products (toilet tablets, gels), tools/solutions for unblocking pipes or other agents which are not intended for granite sinks use ;
 - f. Damage due to improper installation of the product, food processor waste, transport, use, maintenance carried out not in accordance with the instructions provided, the construction and intended use, independent alterations to the product and other activities performed by and on behalf of the user;
 - g. Damage to goods caused by water pollution or incorrect pressure of water/ mains, an inadequate water quality, salination and lime/calcium deposits;
 - h. Defects resulting from the completeness of the product, surface condition, the state of the equipment, any visible defects reported after 3 months from the date of installation of the goods;
 - i. Defective goods purchased at a reduced price, ex-demo sinks, incomplete sinks purchased in other than the first grade;
 - j. Wearing parts, o-rings for example. gaskets, abrasive elements and wear during normal operation;
 - k. Any imperfections in the finishes or in the natural materials used as these are typical characteristic of these crafted products
 - l. Items purchased in a set with a sink (such as a basket, cutting boards, sink accessories);
 - m. Damage due to assembly of the sink and accessories that do not have approval to sell in the Australian market.
6. The guarantee is granted for the period:
- a. Lifetime warranty from the date of sale of goods for sinks intended for domestic use
 - b. 12 months from the date of sale of goods - in relation to the fixtures, fittings, accessories.
 - c. 2 years from the date of sale of goods - in relation to trap attached to the kitchen sink at the time of purchase.
 - d. The GranMaster granite sinks are not intended for commercial use.
7. Buyer is obliged to inspect the sink prior to the installation.
8. Should Purchaser ever need to make a warranty claim initially, please contact sink Installer to confirm that the benchtop is level, the cut-out is correct and the sink has been installed correctly. If the installer is satisfied that the problem is not due to poor installation, please email through the below Warranty Claim form to info@wallabycorp.com;
9. Purchaser shall inspect whether the defect is not due to improper installation, storage, use or maintenance of the product before filing a complaint.

10. If you have a waste grinder, installation manual issued by the manufacturer for the crushing device needs to be submitted at the time of submitting complaint.

11. Guarantor will address the complaint application accepted for defects revealed during the warranty period within 30 business days from the date of acceptance of the goods advertised

12. In the case where the Guarantor does not have a product identical to that purchased by the customer subject to reasonable complaint, the Purchaser has the right to exchange the faulty sink to a similar from the current company's offer.

13. The warranty does not cover operational activities being during regular use, such as ongoing maintenance (eg. Surface cleaning with appropriate means), which is required by the buyer on their own and at their own expense in accordance with the Instructions for installation and maintenance attached to the sink. User of the sink is bound to carry out periodic technical inspections, maintenance cleaning and maintenance.

14. The guarantor shall not bear the costs of transport or shipment to or from the Guarantor, installation costs, de-mounting costs, costs borne by the customer due to the unavailability, non-use of the product and/or labour costs related to the above mentioned activities.

15. In the case of unjustified complaints buyer will cover all call out fees, costs of the guarantor of the accession to the fulfillment of the obligations under the contract guarantee in the amount required and justified by the Guarantor, unless the obligation to pay created by the decision of the competent general court in the course of the appropriate legal proceedings.

16. Guarantor reserves the right to production changes and product improvements dictated by technological progress and aesthetic values without prior notice.

17. The manufacturer shall authorize the occurrence of sagging contact edge of the sink with countertop of up to 3 mm. Deflection is the result of a technological process and is leveled with the right-assembly. There are also possible changes in wall thickness or draining sink in the range of + / - 4 mm. This value does not affect the strength and use of the product.

18. This warranty does not exclude, limit or suspend the Buyer's rights resulting from the provisions of the warranty for defects in the goods sold.

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.

WARRANTY CLAIM			
Customer Details			
Name & Address			
Telephone:		E-mail:	
Product Details			
Product Series & model, Serial number:			
Date of production:		Invoice no:	
Detailed description of the defect			
Detailed Photographic Documentation (Required)*			
Demand* *			
<input type="checkbox"/> return of goods	<input type="checkbox"/> exchanges of goods	<input type="checkbox"/> corrective invoice	<input type="checkbox"/>
Report date & signature			
Examination of a claim			
<input type="checkbox"/> return of goods	<input type="checkbox"/> exchanges of goods	<input type="checkbox"/> corrective invoice	<input type="checkbox"/>
Justification of the complaint			
Signature of authorised person:			