

Warranty Guidelines

As an esteemed customer of Fifth Avenue, you are covered by our warranty for any manufacturing defects. Warranty inclusions and exclusions are listed below.

If, on the rarest of occasions, a product fails to meet these high standards, we will replace, repair, the goods, as required by Australian Competition and Consumer Act 2010 and any applicable state laws. You may be entitled to this if you contact us within 14 days of delivery and:

- The goods are faulty;
- The goods were incorrectly described;
- The goods are different from a sample shown to you;
- The goods do not do what they are supposed to do.

For full Warranty Terms & Conditions please visit www.fifthavenuebf.com.au/warranty.

Coverage and Exclusions

Warranty is effective if below is adhered.

- All Fifth Avenue Products must be installed by a licenced plumber. Licence number and installer contact details must be submitted with warranty form. You can obtain our Warranty form from your local retailer. Alternatively, you can visit www.fifthavenuebf.com.au/warranty to download a copy;
- You have proof of purchase;
- Products have been installed as per installation guidelines provided by the manufacturer.

Exclusions

- Alteration to product without consulting manufacturer;
- Improper or abusive use of product;
- Normal wear and tear;
- Failure to maintain product;
- Incorrect installation;
- Use of harsh detergents and chemicals;
- Use of abrasive cleaning products;
- Installing incorrect product;
- Hairline cracks in timber vanities caused by the natural movement of the timber.

Claims

All warranty claims are at the full discretion of Fifth Avenue Bathroom Furniture and all decisions are final.

For more information and claims please contact authorised Fifth Avenue Bathroom Furniture retailers or visit www.fifthavenuebf.com.au/warranty.



Service call out fees and guidelines

If the warranty claim is covered by Fifth Avenue Bathroom Furniture no call out fee will apply. In the event issue falls within the warranty exclusions the following charges will apply:

- Call out fee: \$200 (Includes first 15 minutes)
- On site time charge: \$50 per 30 mins
- Response time may vary depending on technician availability
- Our technicians and service staff are people too. They should be treated with kindness and respect. Any abuse or mistreatment of technicians or service staff will result in declining the warranty claim.

You will be required to complete a Credit Card Authorization Form prior to any tradesperson being arranged for site visit. This can be found by contacting your local retailer or visiting www.fifthavenuebf.com.au/warranty.