

Seima warranty | quality guarantee



Seima manufactures products to stringent industry standards and offers a comprehensive warranty and technical support for all products. Seima is committed to providing customers with a professional and prompt response to any issues that may arise.

Domestic use warranty

Seima offers a **product replacement warranty** and a **warranty over labour** – see table below for product warranty details.

The **warranty period commences** from the date of purchase, or for new buildings from the date of handover. The **Domestic Use Warranty covers** the repair or, at the option of Seima, the replacement of any products that are defective through faulty manufacture, provided that the product has been used in a normal domestic installation. All parts proven to be faulty will be replaced upon presentation of the **Proof of Purchase** to the original purchaser, provided that:

- the product was used in normal **domestic** circumstances and not commercial usage
- the product was installed by a **licensed plumber** in accordance with the appropriate standards, installation instructions and specifications and was used for its intended application
- the **product finish** was not damaged by adhesives, sealants etc, or cleaned with abrasive cleaning agents
- **tapware** was not exposed to water pressures or temperatures that exceed standard limitations (AS/NZS 3500.1-2003, Clause 3.3.4, specifies 500kPa maximum water supply pressure at any outlet within a building)
- the product was not damaged as a result of **obstructions** due to inadequate flushing of the system before use
- the product finish was not damaged during **installation** or from post-installation use

Exclusions

The warranty does **not** apply to:

- any **damage or deterioration** of product finishes, eg lacquered, painted, processed or raw finishes
- any **water damage**, including but not limited to plumbing leakage

12 month labour warranty

The labour for the replacement of products and spare parts to which this warranty applies will be supplied by Seima or its authorised agent within one year from the date of purchase.

The obligations of Seima under warranty are limited to the repair or, at the option of Seima, replacement of any products which are defective through faulty manufacture or materials. To the extent permitted by law, Seima will not be liable for any loss or damage to furniture, floor coverings, walls, fixtures or any other consequential loss of any kind caused by any defect in the product or components.

Our goods come with guarantees that cannot be excluded under 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.

Should any warranty claim be made where, in the opinion of Seima, the problem was caused by faulty installation or a cause other than a manufacturing defect in the goods for which Seima is responsible, Seima reserves the right to charge a service fee.

Commercial use warranty

Seima offers a **12 month** product replacement warranty on all Seima products used in commercial, industrial or any other non-domestic applications.

Commercial use includes all use other than for normal domestic residential purposes, including use in non-business places such as public buildings, schools, sports centres and in establishments that contain private bathrooms with high frequency of use by many individuals, such as hotels, motels, retirement villages and hospitals.

The **Commercial Use Warranty covers** products against manufacturing faults relating to the construction, material and assembly of both the finished products and any spare parts for the period of one year from the date of purchase. Products and spare parts that are inspected by an authorised Seima representation and found to be defective in construction, material or assembly will be repaired or exchanged free of charge. The labour for the replacement of products and spare parts to which this warranty applies, will be supplied by Seima or its authorised agent within one year from the date of purchase.

The warranty conditions and exclusions that apply to the Domestic Use Warranty also apply to this Commercial Use Warranty.

Should any warranty claim be made where, in the opinion of Seima, the problem was caused by faulty installation or a cause other than a manufacturing defect in the goods for which Seima is responsible, Seima reserves the right to charge a service fee.

Domestic Use Warranty details

ceramic basins/utility sinks ceramic	10 1	10 years product replacement (excludes plug/waste, dress rings) 1 year parts and labour
baths sanitary grade high gloss acrylic	5 1	5 years product replacement (excludes plug/waste, dress rings) 1 year parts and labour
ceramic toilet suites ceramic cistern and pan	10 1	10 years product replacement (excludes perishables, eg seals, valves) 1 year parts and labour
bathroom accessories chrome plated	2 1	2 years product replacement 1 year parts and labour
mirror cabinets painted white high gloss inside and out	2 1	2 years product replacement 1 year parts and labour
vanities painted white high gloss cabinet/ceramic top	2 1	2 years product replacement 1 year parts and labour
tapware chrome plated solid brass construction	10 5 1	10 years product replacement (excludes perishables, eg seals, dress rings) 5 years ceramic disc replacement — parts only (excludes damage caused to cartridge by pieces of copper tube, plastic tube, sand, dirt, thread tape etc) 1 year parts and labour
stainless steel sinks 304 grade stainless steel	25 1	25 years product replacement (excludes basket waste/seals) 1 year parts and labour
laundry tubs with cabinet (Tilos) 304 grade stainless steel tub white powder coated metal cabinet adjustable height feet/reversible door	25 5 1	25 years stainless steel tub replacement (excludes basket waste/seals) 5 years cabinet replacement against rust/wear (must be installed above floor level using adjustable feet) 1 year parts and labour