

Stainless Steel Basins

Arcisan stainless steel basins are covered by a quality guarantee as specified below.

Guarantee

Arcisan, through its distributor, Streamline Products Pty Ltd, offers a 10 year domestic use warranty against manufacturing defects on the stainless steel component of the product. The first year is for parts and labour with the balance of the warranty being for product replacement only.

Mechanical parts such as hoses, inlet and outlet valves, seals and pop-up wastes are covered by a 12 month warranty.

Product Category	Warranty period	Details
Stainless Steel Basins	10 years	<ul style="list-style-type: none"> - 10 years replacement products or parts on stainless steel (faulty workmanship and materials) - 1 year on parts such as pop-up wastes and seals - 1 year labour

Conditions

The warranty is subject to the following conditions:

- Streamline Products Pty Ltd reserves the right to assess, fix, replace or service warranty claims as they see fit;
- The warranty period applies from the date of purchase or hand over for new buildings. If this is not available, then the manufacturing date stamp on the item will be used;
- Proof of purchase through a Streamline Products authorised reseller within Australia must be provided;
- Warranty only applies to items purchased and installed in Australia and is for the original purchaser only.

Exclusions

The warranty does not apply in the following cases:

- Minor imperfections within generally accepted manufacturing tolerances;
- Damage caused by improper installation, abuse, accident and misuse. Previous repair or alteration without Streamline Products permission;
- Items used in a commercial setting. These are subject to a separate 1 (one) year parts and labour warranty;
- General wear and tear from normal use of the product, including scratching from cleaning. No harsh cleaning agents containing acidic, caustic, abrasive powder or creams, citrus, bleach, alcohol or vinegar based substances to be used to clean these fittings and should not be allowed to remain on metal finishes for any amount of time.
- Do not use abrasive cloths, scouring pads, scrub sponges, steel wool, scotchbrite, non-scratch pads as these will all

leave fine hairline scratches at will build up overtime and dull the finish giving it a brushed appearance.

- Water pressure is outside of stated maximums. Issues relating to water quality;
- Subject to your statutory rights, Streamline Products will not be liable for any damage to other items or any other type of consequential loss caused by a defect in the product.

Claims

Claims should first be directed through your point of purchase.

Statutory Rights

Our goods come with guarantees that can not be excluded in 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 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.