



Gallaria Products  
Warranty & Care

**gallaria**

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intelligentbathrooms<sup>®</sup>



After Sales Service

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Customers Benefit from our full After Sales & Service program, underpinned by comprehensive manufacturer warranties and backed by service from full qualified licensed plumbers. To ensure smooth service, we also stock the spare parts needed to bring you years of flawless utility

Our Service Promises



On-time Delivery



Switched-on Service

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Our total emphasis on customer satisfaction means that as well as creating the finest products available, we have also ensured our delivery and after sales services are 'switched on' and second to none.

# Warranty

## Retail Purchase & Installations

Within these terms of our product warranty, Gallaria Bathware advises that the product is guaranteed to be free of material and production faults or components failure for:

INTELLIGENT BATHROOMS / TOILETS / WCs / BASINS / BOTTLE TRAPS / P & W			
PRODUCT	PERIOD OF WARRANTY	START DATE	PROOF OF PURCHASE REQUIRED?
Vitreous China Toilets & Bidets	Ten Years ( 10 )	From Date of Purchase	Yes
Intelligent Bathroom Bidet Seats	Five Years ( 5 ) - 3 years parts & labour - 2 years parts thereafter		
Vitreous China Basins	Five Years ( 5 )		
Baths	Five Years ( 5 )		
In Wall Cisterns	Five Years ( 5 )		
Toilet Seats	One Year ( 1 )		
Bottle Traps	One Year ( 1 )		
Plug & Wasters ( P&W)	One Year ( 1 )		
Valves & Components	One Year ( 1 )		

Gallaria will at its discretion, provide labour for a period of one (1 year) after the date of purchase. Proof of purchase is required.

The product must be installed by a licensed plumber and it is the responsibility of the licensed installer to inspect for damage prior to installation.

No claims for damage/error/unsuitability will be considered after installation. Fabricators and joiners must check all basins before installation for damage from handling or dimensional variation in manufacture. All undermount basins should also be removable.

The warranty covers only the original purchase.

Warranty is void if abrasive cleaners are used. It is recommended that a soft micro fibre cloth and mild detergent or warm water be used.

The Gallaria warranty does not extend to any consequential loss, damage, misuse, neglect, modification or incorrect installation. Deliberate vandalism is not covered under warranty.

The Gallaria warranty cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a product failure. You are also entitled to have the product replaced if the product fails to be of acceptable quality. Reinstallation may not be included. For information on consumer law [www.consumerlaw.gov.au](http://www.consumerlaw.gov.au)

# Warranty

## Retail Purchase & Installations

INTELLIGENT BATHROOMS / TOILETS / WCs / BASINS / BOTTLE TRAPS / P & W

Gallaria will at its discretion:

1. Repair or replace all or part of the product.
2. Refund the purchase price to the retailer where the product was originally purchased.
3. Refuse the claim if it deems damage to be from a non-manufacturing nature.

The following is not covered by our warranty:

- Damage due to incorrect installation
- Damage due to an accident
- Damage due to secondary transit or handling or on site after installation
- Improper care and cleaning
- Alterations to original product
- Inappropriate use and/or abuse of item/vandalism
- Failure to use or maintain items in accordance with the manufacturer's recommendations
- If the product is not installed by a licensed plumber all warranties are void

Water Inlet/outlet valves warranty:

- All Gallaria Inlet Valves (Concealed Cisterns & BTW Suites) are warranted to perform under water pressures up to 500Kpa. Anything above 500Kpa immediately voids warranty.
- For all service calls regarding Inlet Valve failure (where water continues to fill the cistern and runoff into the toilet pan), a water pressure test must be performed - on site - by the Gallaria service technician.
- If the water pressure is below 500Kpa, the valve will be replaced free of charge (if it was purchased within the warranty term, i.e. 12 months. Proof of purchase must be provided).
- If the water pressure is above 500 Kpa, the valve will not be replaced until payment is received by credit card over the phone (whilst a Gallaria technician is on site).

After Sales & Service

1. Gallaria Bathware will provide supportive after sales and service or replacement of any product which, as a man made item, may develop a production issue with the material component. However, the function and installation are the responsibility of a licensed plumber. The licensed installer should issue a Certificate of Compliance to whom monies were paid.
2. If you have a functional problem with your product(s), which is not related to the material and product - you should contact the licensed installer in the first instance.
3. If you still require onsite service, our licensed service man can attend on a fee for service basis, check and advise and make any minor adjustments. We encourage their call and their opinion will be considered and acted upon.
4. If your installer fails to return and you still require on-site attendance for minor adjustments or to check the product, a service fee will apply - payable to the licensed service plumber.
5. Gallaria Bathware provides adequate installer recommendations. All relevant product is Watermarked and WELS Rated for compliance.