

vessel basin

PRODUCT CARE
PRODUCT MAINTENANCE
RECOMMENDATIONS
WARRANTY

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PART 1 GENERAL INFORMATION

WARNING: Stone is a natural product, sourced from marble quarries around the world and may contain fissures, cracks, holes and pits. By purchasing our stone products, please understand that due to the fact marble is a natural material, we cannot control the formation or patterning on the products, such as veining, speckles, and grains.

All information is based on the latest products available at the time of publication. We reserve the right to make any changes in product information and any other recommendations at any time without notice.

Remove the unit from its packaging. Before disposing of it, inspect the unit to make sure it is in good shape. Should inspection reveal any damage or defects in the finish, contact your distributor immediately.

The warranty **does not** cover damage or defects in the finish once it has been installed.

Verify all dimensions on the plan at the same as the ones of the unit.

PART 2 PRODUCT MAINTENANCE

Gallaria Vessel basins are factory sealed with a sealer.

You can maintain this by applying a stone sealer such as Lithofin every 6 months depending on usage.

Gallaria recommended sealer is readily available through most retail or at, <http://www.lithofin-australia.com/>

If staining occurs, use a stone and tile stain remover. For the most difficult stains we recommend using Lithofin.

Gallaria Vessel basin is a natural stone. Please do not use oil-based sealers or putty. These products will stain the stone if applied.

Wipe the basin dry with a soft cloth after each use.

Clean regularly with a granite & marble cleaner, that is non-abrasive such as Lithofin.

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LIMITED WARRANTY

1. The Warranty

Gallaria gives the following Warranty in respect to the Product, subject to the terms and conditions set out below.

2. 7 Day money back guarantee

Gallaria offers you a 7-day money back guarantee for your peace of mind. If you are not happy with your piece, you have 7 days from the day you receive it, to return the unsatisfactory item.

- If you return a product within the 7-day period we will exchange it or offer a refund. After 7 days, there will be no return or refund.

For all refunds or exchanges, the following charges/conditions apply:

- The original delivery charge from Gallaria to your requested address is non-refundable.
- After 7 days, there is no return or refund.
- Return the item by courier or bring it in person to our showroom at your cost.
- Returns or exchanges must arrive back to Gallaria Warehouse in the original condition and packaging. No refunds or exchanges will be given if the product arrives damaged or broken. You need to ensure you pack the item with the same care it arrived to you. Gallaria recommends return postage with insurance in the event of breakage or if it is lost in transit.
- We will not be held liable for items that are sent back to us damaged or that are lost in transit.

3. Warranty Not Transferable

This Warranty is valid only to the original owner of the property in which the Products were initially installed or delivered and is not transferable to subsequent owners. Upon transfer of title by the original owner to any third party this Warranty shall be void and shall cease to have effect.

4. Not Covered by this Warranty

This Warranty does not cover damage or defect arising out of:

- (a) Fair wear and tear;
- (b) Misuse, abuse or mishap;
- (c) Failure to clean or maintain the Products in accordance with Gallaria's instructions;
- (d) Exposure to excessive heat, direct flames, ultraviolet radiation or harsh chemicals;
- (e) Use of abrasive cleaners, steel-wool, metal implements or objects with sharp edges on the surface of the Products;
- (f) Incorrect installation, installation not in accordance with the Supplier's instructions or installation by any person other than a licensed plumber; and or
- (g) Any occurrence that is not due to a defect or fault in the manufacture of Products.

5. Statutory Rights

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.

6. Supplier's Liability

- (i) To the fullest extent permitted by law, Gallaria excludes all liability for damage or injury to any person, damage to any property, and any indirect, consequential or other loss or damage.
- (i) Gallaria's liability for a breach of any expressed term or condition under this Warranty or any non-excludable, implied term or warranty is limited at the option of Gallaria to:
 - (a) repair of the Products; or
 - (b) replacement of the Products, that breached this Warranty.

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