

Gallaria Products
Warranty & Care

gallaria

intelligentbathrooms[®]



After Sales Service

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

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

Warranty

Retail Purchase & Installations

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

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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:

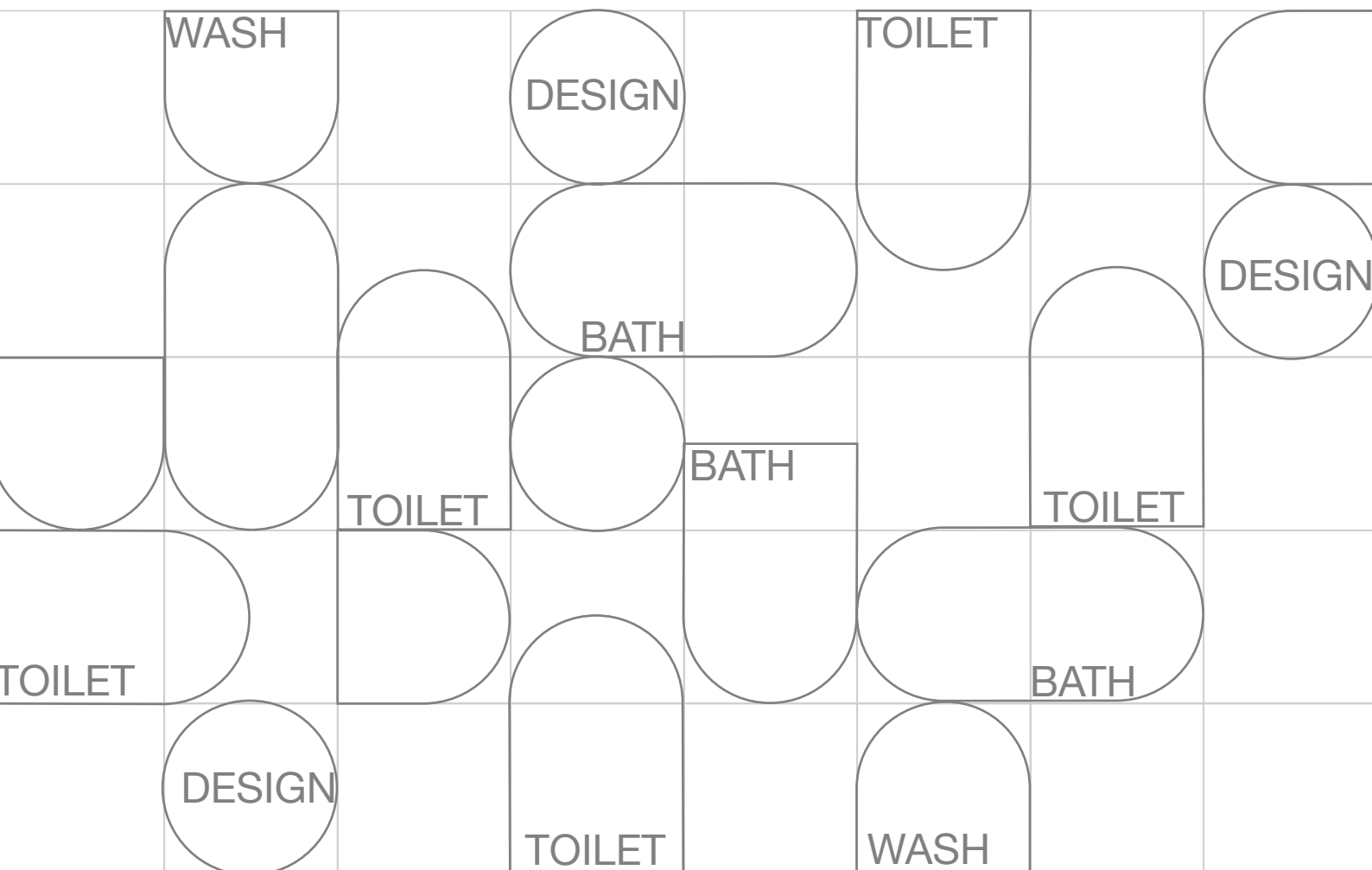
- Damage due to incorrect installation
- Damage due to an accident
- Damage due to secondary transit or handling or on site after installation
- Improper care and cleaning
- Alterations to original product
- Inappropriate use and/or abuse of item/vandalism
- Failure to use or maintain items in accordance 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.



After Sale
Gallaria Products
Conditions of Sale
Service

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Service Conditions of Sale

1. The organisation is bound only by these conditions. Any other conditions, warranties and representations (including any implied by law) are excluded and negated.
2. The organisation may vary these conditions by agreement in writing with the customer.
3. Prices are those contained in the organisations published price list, and may be altered without notice. Possession of the price list is not a contract to supply.
4. Subject to condition 5, prices are ex warehouse.
5. Cartage and Freight to other locations, will be quoted at actual cost - carton or pallets.
6. Delivery dates are estimates only and the organisation is not liable for any loss or damage for failure to deliver by the estimated delivery date.
7. No liability is accepted for damage or shortage of product unless written notification is received within two (2) working days after delivery. Insurance of the goods in transit is the responsibility of the buyer.
8. All goods of faulty manufacture will be credited or replaced if the organisation is advised within a reasonable time after delivery and the faulty product is made available for inspection and return. To the extent permitted by the Trade Practices Act and other relevant legislation, the organisations liability is limited to:
 - The cost of replacing the goods
 - The cost of obtaining the equivalent goods
 - The cost of having the goods repaired

Service Conditions of Sale

9. The organisation is not responsible for any lack of performance or operation of goods (or any loss or damage) where goods are used adapted for a purpose for which they are not designed.
10. The organisation is not responsible for any lack of operation or performance of goods (or any loss or damage) where goods are combined or integrated with other goods not supplied by the organisation.
11. Goods returned for credit must be authorised by the sales manager or agent and must be in a resalable condition, including packaging. The customer will pay freight costs for all returns
12. A restocking fee of 20% applies to all authorised goods returned for credit unless agreed to the contrary.
13. The organisations responsibility and risk for goods ceases at the date of delivery.
14. The goods delivered to the customer remain the property of Gallaria Bathware until full payment is received, in the case of a cheque payment, the cheque is honoured upon presentation.
15. Irrespective of condition 16 the customer may sell the goods in the normal course of business.
16. If there is a default in payment of the goods the organisation may enter upon the premises of the customer and recover goods that have not been paid for.

Service Conditions of Sale

17. Order for goods by the customer are irrevocable, except where the organisation agrees to the contrary.
- The receiving of a purchase order is not a guarantee of immediate or full quantity supply. Stock available will have to be checked prior to acceptance of supply of part or all quantities or product. A regular cooperative response of available stock or an estimated supply date can be provided subject to current logistics advice.
 - Gallaria Bathware or its representatives and agents are not and will not be a party to any supply contract or construction schedule, with any secondary or third party contractor or any claims or penalty for delayed or non supply. Gallaria Bathware will not accept any claims related to non supply, late supply with any purchase or third party on sell.
 - Gallaria Bathware is a product supplier only and is not tied to any building project schedules unless specifically agreed.
 - Gallaria Bathware is not a provider of labour for installation.
18. The organisation reserves the right to alter or amend designs, drawing and the performance of its product without notice.
19. All sizes & Dimensions are nominal and are subject to change without notice.
- All product of vitrified origin will vary in size. Dimensions are nominal. Fabricators, Users and Installers must select and match product in multi installation before cutting out bench tops.
 - No warranty after installation for any of the above will be considered.
20. Drawings and specifications for explanatory purposes are not binding on the organisation, nor do they constitute representations by the organisation.
21. The organisation is not responsible for any failure to abide by these conditions, which apply to it where the failure is due to strikes, accidents or water circumstances beyond its reasonable control.
22. In these conditions “organisation” means Gallaria Bathware is successors or assigns
- “Date of delivery” means the date which leaves the organisations warehouse.
 - “Goods” means product ordered by the customer from the organisation.
 - “Published price list” means the organisation list of the prices, issued from time to time, in respect of its goods.