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Warranty

POST–1ST SEPTEMBER 2023

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Updated Warranty Terms Post–1st September 2023

Fienza has updated the residential and commercial warranty periods and conditions for all products purchased on or after 1st September 2023. Products purchased before 1st September 2023 will still be warranted under the periods, terms and conditions as detailed in the PDF on our website for Warranties Pre-1st September 2023.
For more details, visit fienza.com.au/warranty
Warranty terms and conditions on page 6 also apply. **Labour is not included unless otherwise specified.**

For After Sales Service & Warranty enquiries, please contact Fienza on (07) 3490 6700 or via email: help@fienza.com.au

WARRANTIES

Residential Warranty Periods

Applies to domestic uses and applications of Fienza® products, such as private dwellings and retirement villages.

Commercial Warranty Periods

Applies to commercial uses and applications of Fienza® products, including, but not limited to: commercial food premises such as restaurants; commercial accommodation such as hotels; hospitals and healthcare facilities; public amenities; and industrial, laboratory and manufacturing facilities.

CABINETRY*		*Does not include door and drawer adjustment, or cabinets damaged by water leaks or burst hoses.
Range / Component	**Residential**	**Commercial**
Cabinets (MDF only)	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Australian Made Cabinets (MDF only)	10 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Australian Made Cabinet Drawer Runners	LIFETIME replacement parts or product, 1 year labour	LIFETIME replacement parts or product, 1 year labour
Handles, Hinges, Legs & Other Drawer Runners	5 years replacement parts	1 year replacement parts
Glass Doors & Mirror Doors	1 year replacement parts	1 year replacement parts
InvisiCab® (Structure Only)	7 years replacement parts or product	1 year replacement parts or product
InvisiCab® (Hinge & Components Only)	1 year replacement parts or product	1 year replacement parts or product

VANITY TOPS		
Range / Component	**Residential**	**Commercial**
Vitreous China	5 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Poly-Marble	5 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Australian Made Cultured Marble	5 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Solid Surface	5 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Engineered Silica-Free Stone	5 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Timber Tops	1 year replacement product, 1 year labour	1 year replacement product, 1 year labour
Concrete	2 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour

MIRRORS		
Range / Component	**Residential**	**Commercial**
Bevel Edge & Pencil Edge Mirrors	1 year replacement parts or product	1 year replacement parts or product
Australian Made Mirrors	1 year replacement parts or product	1 year replacement parts or product
Framed Mirrors	3 years replacement parts or product	1 year replacement parts or product
LED Mirrors	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Spare Parts	1 year replacement parts or product	1 year replacement parts or product

BASINS		
Range / Component	**Residential**	**Commercial**
Vitreous China	5 years replacement parts or product, 1 year labour	5 years replacement parts or product, 1 year labour

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BASINS		
Range / Component	**Residential**	**Commercial**
Cast Stone Solid Surface (Structure Only)	25 years replacement parts or product, 1 year labour	25 years replacement parts or product, 1 year labour
Cast Stone Solid Surface (Finish Only)	5 years replacement product or repair, 1 year labour	5 years replacement product or repair, 1 year labour
Concrete	2 years replacement parts, 1 year labour	1 years replacement parts, 1 year labour
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

SINKS*		*Excludes general wear and tear from daily use.
Range / Component	**Residential**	**Commercial**
Stainless Steel (All)	25 years replacement product, 1 year labour	10 years replacement product, 1 year labour
PVD Coloured Sinks	3 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Granite Sinks	7 years replacement product, 1 year labour	1 year replacement product, 1 year labour
Fire Clay Ceramic	5 years replacement product, 1 year labour	3 years replacement product, 1 year labour
Laundry Stainless Steel	25 years replacement product, 1 year labour	10 years replacement product, 1 year labour
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

TOILETS*		*Excludes parts subject to wear and tear such as rubber seals.
Range / Component	**Residential**	**Commercial**
Vitreous China	5 years replacement parts or product, 1 year labour	3 years replacement parts or product, 1 year labour
R&T Cisterns (Tanks & Frames)	5 years replacement parts or product, 1 year labour	5 years replacement parts or product, 1 year labour
R&T Cisterns (Valves)	3 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
R&T Flush Button Plates	2 years replacement parts or product	1 year replacement parts or product
Viega/Geberit Cisterns (Tanks & Frames)	15 years replacement parts or product	15 years replacement parts or product
Viega/Geberit Cisterns (Valves)	3 years replacement parts or product, 1 year labour	3 years replacement parts or product, 1 year labour
Viega/Geberit Flush Button Plates	3 years replacement parts or product	3 years replacement parts or product
Seats, Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

SMART TOILETS*		*Excludes parts subject to wear and tear such as rubber seals.
Range / Component	**Residential**	**Commercial**
Vitreous China	5 years product, 1 year labour	3 years product, 1 year labour
Valves (WDI)	3 years product, 1 year labour	1 year product, 1 year labour
Seat & Electronic Parts	2 years product, 1 year labour	1 year product, 1 year labour
Accessories and Spare Parts	1 year product	1 year product

BATHS		
Range / Component	**Residential**	**Commercial**
Acrylic Gloss White (Shell Only)	10 years replacement product, 1 year labour	10 years replacement product, 1 year labour
Acrylic Matte White (Shell Only)	1 year replacement product, 1 year labour	1 year replacement product, 1 year labour
Acrylic Bath Frames & Legs	5 years replacement parts, 1 year labour	5 years replacement parts, 1 year labour
Resin Stone (Structure Only)	25 years replacement product, 1 year labour	25 years replacement product, 1 year labour
Resin Stone (Finish Only)	5 years replacement product or repair, 1 year labour	5 years replacement product or repair, 1 year labour
Cast Stone Solid Surface (Structure Only)	25 years replacement product, 1 year labour	25 years replacement product, 1 year labour
Cast Stone Solid Surface (Finish Only)	5 years replacement product or repair, 1 year labour	5 years replacement product or repair, 1 year labour
Concrete	2 years replacement parts, 1 year labour	1 years replacement parts, 1 year labour

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BATHS		
Range / Component	**Residential**	**Commercial**
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

MIXERS* (Excluding Floor Mounted & Coil)		*Excludes parts subject to general wear and tear such as O-rings, washers and jumper valves.
Range	**Residential**	**Commercial**
Ceramic Disc Cartridges	LIFETIME replacement parts or product, 15 years labour	15 years replacement parts or product, 5 years labour
Mixer (Structure Only)	LIFETIME replacement parts or product, 1 year labour	7 years replacement parts or product, 1 year labour
Finishes - Chrome	LIFETIME replacement parts or product, 1 year labour	7 years replacement parts or product, 1 year labour
Finishes - PVD	10 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Finishes - Electroplated	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Finishes - Baked Lacquer	1 year replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Finishes - Powder Coated	1 year replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product
Builders Collection	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour

FLOOR MOUNTED & COIL MIXERS*		*Excludes parts subject to general wear and tear such as O-rings, washers and jumper valves.
Range	**Residential**	**Commercial**
Ceramic Disc Cartridges	LIFETIME replacement parts or product, 1 year labour	15 years replacement parts or product, 1 year labour
Mixer (Structure Only)	LIFETIME replacement parts or product, 1 year labour	5 years replacement parts or product, 1 year labour
Finishes - Chrome	LIFETIME replacement parts or product, 1 year labour	5 years replacement parts or product, 1 year labour
Finishes - PVD & Electroplated	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

3-PIECE TAPWARE*		*Excludes parts subject to general wear and tear such as O-rings, washers and jumper valves.
Range	**Residential**	**Commercial**
Ceramic Disc	LIFETIME replacement parts or product, 1 year labour	5 years replacement parts or product, 1 year labour
Tap & Outlet (Structure Only)	LIFETIME replacement parts or product, 1 year labour	5 years replacement parts or product, 1 year labour
Finishes - Chrome	LIFETIME replacement parts or product, 1 year labour	15 years replacement parts or product, 1 year labour
Finishes - Electroplated	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Finishes - PVD	10 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

SHOWERS*		*Excludes parts subject to general wear and tear such as O-rings, washers and jumper valves.
Range	**Residential**	**Commercial**
Heads & Arms (Structure Only)	LIFETIME replacement parts or product	7 years replacement parts or product
Rails (Structure Only)	LIFETIME replacement parts or product, 1 year labour on Twin Showers	5 years replacement parts or product, 1 year labour on Twin Shower Rails only
Hand Pieces (Structure Only)	LIFETIME replacement parts or product	1 year replacement parts or product
Flexible Hoses	1 year replacement parts or product	1 year replacement parts or product

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SHOWERS*		*Excludes parts subject to general wear and tear such as O-rings, washers and jumper valves.
Range	**Residential**	**Commercial**
Outdoor Showers - Stainless Steel	5 year replacement parts or product, 1 year Labour (including finish)	1 year replacement parts or product, 1 year Labour (including finish)
Finishes - Chrome	LIFETIME replacement parts or product	5 years replacement parts or product
Finishes - PVD & Electroplated	5 years replacement parts or product	1 year replacement parts or product
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product
Builders Collection	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour

BATH & SHOWER SCREENS*		*Excludes general wear and tear from daily use.
Range	**Residential**	**Commercial**
Bath/Shower Glass Panel	1 year replacement parts or product	1 year replacement parts or product
Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

HEATED TOWEL RAILS*		*Excludes general wear and tear from daily use.
Range	**Residential**	**Commercial**
Structure Only	15 years replacement parts or product, 1 year labour	7 years replacement parts or product
Electrical	5 years replacement parts or product, 1 year labour	2 years replacement parts or product
Finishes - Chrome	15 years replacement parts or product, 1 year labour	7 years replacement parts or product
Finishes - PVD	10 years replacement parts or product, 1 year labour	5 years replacement parts or product, 1 year labour
Finishes - Powder Coated	1 years replacement parts or product, 1 year labour	1 year replacement parts or product

ACCESSORIES		
Range	**Residential**	**Commercial**
Structure Only	5 years replacement parts or product	1 years replacement parts or product
Finishes - Chrome	5 years replacement parts or product	1 years replacement parts or product
Finishes - PVD & Electroplated	5 years replacement parts or product	1 year replacement parts or product
Finishes - Powder Coated	1 year replacement parts or product	1 year replacement parts or product
Spare Parts	1 year replacement parts or product	1 year replacement parts or product
Builders Collection	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour

BATH OUTLETS*		*Excludes parts subject to general wear and tear such as O-rings, washers and jumper valves.
Range	**Residential**	**Commercial**
Structure Only	LIFETIME replacement parts or product, 1 year labour	7 years replacement parts or product
Finishes - Chrome	5 years replacement parts or product	1 years replacement parts or product
Finishes - PVD & Electroplated	5 years replacement parts or product	1 year replacement parts or product
Spare Parts	1 year replacement parts or product	1 year replacement parts or product
Builders Collection	5 years replacement parts or product, 1 year labour	1 year replacement parts or product, 1 year labour

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Terms & Conditions

WARRANTIES

- Installation is acceptance of goods. If the product is incorrect or damaged, Fienza must be notified in writing before installation. Fienza cannot offer warranty/replacement products after the incorrect or damaged product has been installed.
- Proof of purchase is necessary to claim. Photos may be required.
- The warranty only applies to the original owner and is not transferable.
- Fienza will not be liable for any loss or damages caused by a defective product, only the product itself.
- Product must be installed by a licensed tradesman. Failure to do so voids warranty.
- Product must be installed according to manufacturer's instructions. Failure to do so voids warranty.
- These warranties are only available on products purchased after 1st May 2012.

What will Fienza do to fix a problem?

This will depend on the problem with the product. Fienza will do one of the following:

- Replace the faulty product.
- Arrange a licensed service agent to repair or replace the product.
- Arrange a Refund with the store from which you purchased the product (only in the case of major failure and within the warranty period). Please note in order to receive a refund, the product (with Major Failure) needs to be returned to either Fienza or the store where the product
  was purchased.

Exclusions

To the fullest extent permitted by law, Fienza excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage. Fienza will not be liable to bear the expense of claiming the warranty (i.e. time off work, postage, etc).

Australian Consumer Law

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 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.

RETURNS & CLAIMS

All claims for faults, damages or shortages must be submitted in writing (email accepted) to Fienza within 48 hours of delivery to original delivery address. Failure to submit in writing in this time frame will waiver any claim made. All damages or product shortages will not be recognised if deliveries are made by a third party organised by the retailer. Any damage or shortage claims will not be accepted if deliveries occur between the retailer and the customer. It is the responsibility of the retail store to ensure all products are checked for damage, faults or shortages and items are correct before they deliver to the consumer.

Proof of purchase is necessary to claim, and photos may be required. Fienza cannot offer warranty/replacement products after the initial faulty/damaged item has been installed.

Return of goods due to incorrect or cancelled orders will incur a 20% restocking fee plus the cost of the return freight to Fienza. Return of goods to Fienza due to incorrect or cancelled orders is the responsibility of the purchaser at their expense. Credits will not be applied for any goods returned to Fienza that are not in original packaging and saleable condition.

If an order is cancelled, but has already been invoiced, then it is too late to cancel the order and the order must go through the returns and claims process incurring the restocking fee.

Fienza reserves the right to refuse or reduce customer credits for specialised orders. For stone or timber top orders, once the stone has been cut for the order, it is unable to be cancelled or returned for a credit.

If your Fienza representative collects the returned goods, the customer will not need to pay for return freight but is still liable for the 20% restocking fee. Please note that this may exclude any large items or non-metro locations.

For all claims made where Fienza is at fault, you are still required to lodge a claim in writing and proof of purchase is required. However, Fienza will arrange to have the items returned to the closest warehouse. This can occur through a courier or arranged through the Fienza representative. No restocking fees will apply in these situations. Fienza will also, where necessary, re-issue correct items to you.

All claims can be submitted to: **claims@fienza.com.au**

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Contact Us

NATIONAL CUSTOMER SERVICE

Phone: (07) 3490 6700

Find the latest, up-to-date product information including specifications, images and more on our website:

fienza.com.au

General Enquiries

info@fienza.com.au

Returns & Claims

If you encounter a problem with a product before installation, please send details to: claims@fienza.com.au

After Sales Service & Warranty

If you encounter a problem with a product after installation, please send details to: help@fienza.com.au


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