

# OUR GUARANTEES

**Without exception Robertson products are guaranteed to meet or exceed the standard requirements for the New Zealand building code.**

*In addition to specific guarantees provided, all products imported and or sold by Robertson are, to the extent applicable, guaranteed in accordance with the Durability Clauses of the New Zealand Building regulations and Consumer Guarantees Act.*

*Our guarantees apply only to products imported and sold by Robertson. These guarantees do not cover products sold by Robertson under any other agency, company or brand name. As part of our ongoing commitment to continuous improvement, Robertson NZ Ltd reserves the right to make changes to its products at any time.*

**All guarantees are subject to the following terms and conditions and to the Robertson NZ Ltd Terms of Trade available on request (a copy of which can also be found at [ROBERTSON.CO.NZ](http://ROBERTSON.CO.NZ)).**

*The guarantee is against manufacturing defects only.*

*All products must be checked to see they are in good order and condition prior to installation.*

*This guarantee does not cover products that have been damaged by misuse, accident or neglect.*

*This guarantee may not cover the cost of removal or installation.*

*This guarantee is applicable to toilets, basins, tapware, shower outlets, baths, bathroom accessories, installed in domestic residential situations and or light commercial situations such as kitchens, bathrooms and laundries in motels, hotels and retirement villages.*

*This guarantee does not include commercial situations such as public washrooms and or kitchens and laundries in public buildings, schools, sports centres, gymnasiums and hospitals.*

*Bathroom vanities installed in commercial situations are not covered under guarantee.*

*This guarantee does not cover normal wear and tear.*

*The use of some cleaning products will void the guarantee.*

*This warranty is personal to the first end user and is not transferable unless stated.*

*Each and every warranty claim must be accompanied by the original proof of purchase.*

*Products must have been installed in accordance with the manufactures instructions and in accordance with local City or Council Standards requirements.*

*Products must have been cleaned as per manufacturer's recommendations.*

*Products must have been maintained in good order and condition and serviced in accordance with manufacturers' recommendations.*

**Robertson reserves the right to determine any issue or uncertainty in connection with the warranty.**

**Robertson reserves the right to repair and or replace the defective product and or component at its discretion or nearest equivalent if a product needs to be replaced.**

**All Warranty covered repair work is to be performed by a Robertson representative and or authorised service agent or plumber who has received an authorisation number to attend the job.**

**This guarantee does not purport to exclude or limit your rights under the Consumer Guarantees Act which will not apply to consumers acquiring goods other than "in trade". If you acquired the products "in trade" you agree that the Consumer Guarantees Act does not apply.**

## SPECIFIC GUARANTEE DETAILS

**Unless otherwise stated guarantees for products imported and sold by Robertson are as follows.**

### 1 Year Guarantee

- Toilet seats
- Toilet cistern parts
- Concealed cistern parts
- Tapware O rings
- Bagnodesign basin finishes
- Shower hoses
- Shower hand pieces
- Spa electronics and pumps
- Lights
- Wastes
- Traps
- Working parts and fittings for toilet cisterns
- Working parts and fittings for tapware

### 2 Year Guarantee

- Mirrors
- Black vitreous china
- Matt black and brushed nickel on showers

### 3 Year Guarantee

- Vado colour finishes

### 5 Year Guarantee

- Toilets
- Basins
- Consoles
- Acrylic baths
- Bathroom accessories
- Vanities
- Tapware
- Elementi tapware finish
- Shower rails
- Shower heads
- Aquaflex stainless steel braided hoses
- 304 stainless steel
- Laundry cabinet

### 7 Year Guarantee

- American Standard basins
- American Standard tapware
- American Standard toilets
- American Standard showers

### 10 Year Guarantee

- Concealed cisterns tanks
- Elementi shower enclosures
- Parisi furniture and toilets
- Elementi S5, Eletech, Europa Plus and Project accessories (including finish)

### 12 Year Guarantee

- Pex and angle valves
- Pex mini ball valve
- Pex wastes
- Pex traps
- Pex lever bib taps
- Vado tapware
- Vado accessories

### 25 Year Guarantee

- Victoria + Albert baths and basins

## EXTENDED GUARANTEES

### American Standard

*Limited Lifetime Drip Free Guarantee on all ceramic cartridges used in American Standard single-lever mixers.*

*This is a genuine product guarantee and is therefore transferable to a new owner but is subject to providing the original proof of purchase.*

### Elementi

*Lifetime warranty on Stainless Steel bowl in Elementi laundry cabinet.*

## INSTALLERS ARE NOW LIABLE

**Plumbers need to know that under the Consumer Guarantees Act (CGA) they are responsible for any product they supply AND/OR install.**

*If a Homeowner supplies a product which you believe is not up to the job, **you must say so**. If a product or service, provided by you, fails any of the CGA guarantees, the Consumer can ask for the job to be fixed at no extra cost. If the repair takes more than a reasonable time to fix, the Consumer can arrange*

*the repair and claim the cost from you, or cancel the job and refuse to pay for the work done. AND, if the work has caused other loss or damage, you may also be liable for consequential loss.*

**Always buy a recognised brand from a recognised merchant.**  
[www.pdanz.org.nz](http://www.pdanz.org.nz)

