



# Terms & Conditions

(for all Atlantis Bathroom Style Ltd products)

To demonstrate our confidence in the quality and reliability of our products, all Atlantis Bathroom Style Ltd products are warranted. Atlantis Bathroom Style warrant that our products will be free from inherent defects in materials and workmanship for the extended warranty period applicable to the Product from date of purchase.

Subject to the terms and conditions contained herein, Atlantis Bathroom Style Ltd will, at its discretion, repair or replace a defective product, or refund the purchase price of the product.

## The warranty does not extend to:

- damage caused by cleaning, maintenance, or installation performed other than strictly in accordance with the information contained in the installation instructions;
- damage caused by the use of strong chemicals;
- gloss reduction, scratching, or staining of the finish over time due to water impurities or atmospheric conditions;
- damage due to installation error, product neglect, misuse, or abuse, accident, or negligence, whether caused by the purchaser, a contractor, or a service provider, or any other cause beyond the control of Atlantis Bathroom Style Ltd.
- The warranty applies only in New Zealand and only to the original purchaser or the first resident owner after acquiring this title.

## The company will replace or repair the defective product subject to the following conditions:

- Claim is made to head office within 10 days of the problem being apparent;
- The product has been used in the manner that it was intended, this protection does not apply to any products that have been misused in any way;
- The product must have been installed and cared for in line with our fitting instructions and local water conditions;
- Product was installed within 90 days of purchase date.

*(See Fitting Instructions for proper cleaning, maintenance, and installation information.)*

## To file a warranty claim:

Contact Atlantis Bathroom Style through your merchant you purchased the product through or lodge a Service Request at [www.atlantis.co.nz/service-request/](http://www.atlantis.co.nz/service-request/)

Please be sure to provide all pertinent information regarding your claim, including a complete description of the problem, the model name and number, date and place of purchase, installer, installation date.

In order to assess any claim, we may have to inspect the product as before removal and must be provided with access to the product upon request.

If a service agent, contractor or representative of Atlantis inspects a product, this is for investigation purposes only, and is not accepting liability of the job.

Atlantis Bathroom Style Ltd reserves the right to charge a minimum call out fee of \$100 when the fault is not that of the manufacturer.

Atlantis Bathroom Style Ltd reserves the right to change product specifications at our discretion.

Atlantis Bathroom Style Ltd will not accept costs relating to incorrect installation by the plumber or installer or the misuse of our product outside our control.