

Effective from the 1st of September 2021 Castano Bathrooms and Kitchens will be updating the warranty periods for products purchased on or after the 1st of September 2021. For details on these warranty details please see below

PRODUCT WARRANT

FOR PRODUCT PURCHASED ON OR AFTER 1ST SEPTEMBER 2021

The benefits given by the warranty set out in this document are in addition to any other rights and remedies you may have under a law in relation to the goods to which the warranty relates.

AUSTRALIAN CONSUMER LAW GUARANTEE

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 reasonable 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.

Range	Model	Warranty	Comments
MIXER	CAPRI ELBA	7	7 year on Cartridge 1 year parts and labour 2 year on BLACK finish 10 year on flexible tails, product replacement only
	SIERA MILAN POSITANO URBINO	15 15 15 15	15 year on Cartridge 2 year parts and labour 2 year on BLACK finish 10 year on flexible tails, product replacement only
ACCESSORIES	CAPRI ELBA	10	10 year product replacement only 2 year on BLACK finish
POP UP WASTE		7	7 year product replacement only 2 year on BLACK finish
SHOWER	CAPRI ELBA MILAN	10	10 year product replacement only 1 year labour 1 year hose product replacement only
VANITIES (CABINETS & TOPS)	GENOA MADRID FIRENZE VERONA VIENNA MESINA	5	5 year product replacement only 1 year labour
MIRROR WALL UNITS		5	5 year product replacement only 1 year labour
CERAMIC BASINS		5	5 year product replacement only 1 year labour
TOILET SUITE	CERAMICS SEAT	20 5	20 year on vitreous china product replacement only 5 year on UV resistance product replacement only
	INTERNAL VAULES HINGES & RUBBER SEALS	3 1	3 year product replacement only 1 year product replacement and labour (does not cover loose seat)
BATHS	LUCITE BATHS MATTE BATHS	25 10	25 year product replacement only 10 year product replacement only
STAINLESS STEEL FLOOR WASTES	CASTANO	LIFETIME 5	Lifetime structural warranty on stainless 5 year on colour finish
STAINLESS STEEL SINK	CASTANO SINK WASTE	25 1	25 year product replacement only Calabria range 10 year product replacement only on other ranges 1 year labour 1 year product replacement only
STAINLESS STEEL LAUNDRY	CASTANO SINK WASTE	10 1	10 year product replacement only 1 year replacement only basket waste

PRODUCT WARRANTY

FOR PRODUCT PURCHASED BETWEEN 1ST JUNE 2014 AND 31ST AUGUST 2021

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AUSTRALIAN CONSUMER LAW GUARANTEE

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RANGE		WARRANTY	COMMENTS
MIXER	CAPRI MILAN ELBA SIERA	7	7 years on Cartridge 2 years parts and labour 2 years on BLACK Finish
	POSITANO URBINO	15	15 years on Cartridge 2 years parts and labour 2 years on BLACK Finish
ACCESSORIES	CAPRI ELBA PIERA	5	5 year replacement parts OR complete product 2 years on BLACK finish
POP UP WASTE		5	5 year replacement parts OR complete product 2 years on BLACK Finish
SHOWER	CAPRI ELBA MILAN	7	7 years replacement parts OR complete product 2 years on BLACK Finish
VANITIES (CABINETS & TOPS)	GENOA MADRID FIRENZE VERONA VIENNA MESINA	5	5 year replacement parts OR complete product
MIRROR WALL UNITS		5	5 year replacement parts OR complete product
CERAMIC BASINS		7	7 year replacement parts OR complete product
TOILET SUITES	CERAMICS	7	7 year replacement parts OR complete product Product is only warranted with the use of 20mm pan connector, anything else will void service warranty
	SEAT / HINGES INTERNALS	2	2 year replacement parts OR complete product
BATHS	LUCITE ACRYLIC	25	25 year replacement parts OR complete product



CLAIMS

Goods that HAVE NOT yet been installed are to be returned to the place of purchase for inspection and appropriate action.

Goods that HAVE been installed and a defect is claimed. We may arrange for a service call at the place of installation to inspect or correct any defect. If the defect is caused by any reason other than manufacturing faults, a service fee may be charged and we will not be liable for the defect.

NOTE: Where the claim is for a 'visible fault' that should have been detected at installation, we will only replace the goods - with removal and re-installation being at your cost
Proof Of Purchase is required.
Warranty is NOT transferable.

Claims against vitreous china product product faulty dimensions or glazing imperfections (that are permitted within AS1976 - Vitreous China used in Sanitary Applications). It is permitted that vitreous china products will vary up to +/- 3mm on any surface and be acceptable products due to the unique conditions of the product's manufacturing process.

EXCLUSIONS

This warranty is for normal domestic use only (not commercial)

Any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, or installation by a non-licensed plumber.

Any defect of injury caused by or resulting from products installed in a way that was contrary to any applicable national, State or local standards or regulatory requirements.

Any defect, damage or injury caused by or resulting from the effects of hard water, additives, inadequate flushing of system, or failure to clean and replace outlet aerator inserts or other alterations or modifications which affect the reliability of performance of the product.

Damage to finishes by adhesives or sealants

Defects or injury caused by or resulting from installation of product in situations outside of the Australian standards for plumbing installation

Damage or loss that result only because of:

- i. A cause independent of human control that occurs after the goods leave our control
- ii. An act, default or omission of, or any representation made by any person (other than Us or our employee or agent)
- iii. The fact that the price charged by the supplier was higher than our recommended retail price or the average retail price for the goods.

CONSEQUENTIAL LOSS

Subject always to rights you have under the Australian Consumer Law, and to the extent otherwise permitted by law. We will not be liable for any loss or damage to floor coverings, walls, fixtures, furnishings, or any other consequential loss caused by a defect in the Goods. For the avoidance of doubt, the exclusion of consequential loss applies only to loss occurred outside the guarantees provided by the terms of the Australian Consumer Law.

CONTACT

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