

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 WARRANTY

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	AMALFI NAPOLI CAPRI ELBA	7	7 year on Cartridge 1 year parts and labour 2 year on BLACK 10 year on flexible tails, product replacement only
	SIERA MILAN VALERNO	15 15 15	15 year on Cartridge 2 year parts and labour
ACCESSORIES	CAPRI ELBA	10	10 year product replacement only 2 year on BLACK or NICKEL or Gunmetal finish
POP UP WASTE		7	7 year product replacement only 2 year on BLACK or NICKEL finish
SHOWER	CAPRI ELBA Milan URBINO POSITANO	10	10 year product replacement only, 1 year labour 1 year hose product replacement only 2 year on BLACK or NICKEL or Gunmetal finish
VANITIES (CABINETS & TOPS)	TIRAMI JANINE HANNAH POSITANO	5	5 year product replacement only 1 year labour
MIRROR WALL UNITS		1	1 year product replacement only 1 year labour
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 VALUES 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	25	25 year product replacement only Calabria range 10 year product replacement only on other ranges 1 year labour
	SINK WASTE	1	1 year replacement only basket waste
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

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 Milan ELBA SIERA	7	7 year on Cartridge 2 year parts and labour 2 year on BLACK
	POSITANO URBINO	15	15 year on Cartridge 2 year parts and labour 2 year on BLACK Finish
ACCESSORIES	CAPRI ELBA PIERA	5	5 year replacement parts OR complete product 2 year on BLACK finish
POP UP WASTE		5	5 year replacement parts OR complete product 2 year on BLACK finish
SHOWER	CAPRI Milan ELBA	7	7 year replacement parts OR complete product 2 year 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 SUITE	CERAMICS	7	7 year product replacement parts OR complete product Product in 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	525 year replacement parts OR complete product