

# Soul Tapware

## WARRANTY

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### Warranty

**Cartridge:** 15 years

**Tapware Finishes:**

7 years on Chrome

5 years on PVD colours

2 years on Electroplated

**Parts and labour:** 2 years

**Commercial use & Ex Display:** 1 year



### Need to make a warranty claim?

If you wish to make a claim against your warranty, please do so by completing the online Warranty Service Request form by visiting our website [www.stmichel.co.nz/resources/warranty-care](http://www.stmichel.co.nz/resources/warranty-care)

Once we receive your claim we will review it and may contact you for further information. Once we have assessed the claim and determined that it is the result of a defect covered by the warranty, we will arrange for the repair, replacement or refund that we determine to be the best solution.

Please also be aware that if once we visit the site to investigate or repair the product and find that it is not in fact a defect or product fault and therefore not covered by this warranty, that we may charge for the time and travel incurred.

### Commercial Use

Commercial use refers to items that are used in areas other than domestic residential purposes.

For example; schools, public buildings, hotels and hospitals.

### Warranty exclusions

Any defect or damage caused to the item as a result of misuse, abuse or neglect, accidental damage, improper installation by a non-licensed plumber or the fitting of other devices to the inlet/outlet of product.

Harsh detergents or abrasive cleaners used on product finishes.

Products have not been installed in compliance with the manufacturer's installation instructions.

If changes have been made to the product that have not been approved by St Michel or its representatives.

Any defects, injury or harm caused by the product being installed not to the standards of any applicable national, state or local standards or regulatory requirements.

Proof of purchase has not been provided.

Defect or damage caused by water pressure that exceeds 500Kpa AS/NZS 3500

You are entitled to a replacement or refund for a major failure upon inspection by an authorised representative where a product is found to be defective in construction, material or assembly.

To the fullest extent permitted by law, the manufacturer excludes all liability for damage or injury to any person, damage to any property and any indirect consequential or other loss or damage.

Manufacturer will not be liable for the cost of installation or removal of any product and the warranty will be VOIDED if damage occurred during or after INSTALLATION or a damaged or incorrect product has been installed.

Unsuitable or improper use; incorrect installation or installation not in accordance with the instructions provided; installation or part installation by the purchaser or any person other than a LICENSED tradesperson; normal wear and tear; inadequate or complete lack of maintenance; chemical, electrochemical or electrical influences; excessive heat damage or harsh detergents or abrasive cleaners used on product finishes, are NOT considered a warranty issue.

**NOTE: Chipping of plated surfaces during or after installation is not a warranty issue.**

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