

## FRANKLINS VANITY WARRANTY

Franklin's warrant the Franklin's vanity range against any manufacturing fault for a period of 5 years (normal wear and tear excluded) and Mirrors for 1 year from the date of purchase.

This warranty will cover parts for replacement of products deemed to be defective in the manufacturing process only following inspection from Franklin's or their approved agents and that:

- a) The problem is indeed due to a manufacturing defect and no other reason such as incorrect installation, misuse or normal wear and tear.

Sufficient ease of access is provided to all areas of the product for inspections and servicing purposes after installation.

- b) The bathroom vanity you have purchased includes high quality concealed hinges and or drawer slides made or distributed by Hettich New Zealand. Hettich warrants to the original purchaser all concealed hinges and or drawer slides contained in the vanity (but not the product itself) against defects in material and workmanship for as long as the original purchaser owns the product. This warranty does not cover concealed hinges or drawer slides which have been incorrectly installed, exposed to loads in excess of the specification, abuse or used for purposes other than that for which they are intended.
- c) The cabinetry carries a 5 year warranty against faulty workmanship, but the warranty is null and void if the vanity carcass is not installed as per Franklin's Installation Instructions.
- d) The vanity tops in Vitreous China are warranted against manufacturing defects for a period of 5 years. All our cultured marble products carry a 5 year warranty against faulty manufacture, calculated from the purchase date. Conditions for validity of the warranty are normal use as well as installation by a qualified professional. Later alterations of any kind, especially to the surface as well as air bubbles on the underside of products delivered by us are excluded from this warranty.
- e) The above Warranties do not include consequential loss or damage due to the product

\*The warranty does not cover any vanity and/or top that has been tiled 'into' a wall i.e, fitting or fixing a vanity to a wall and tiling into the side and around it, and/or tiling down and/or around the vanity top. Vanity cabinets & tops must be fitted to finished wall coverings.

The products consist of mineral powder/polyester resin. The surface is protected by gel coat, which is at least 0.5mm thick.

## Quality criteria for our products comply with norms

- 1) CE/EN – Issued by the European Committee (CEN – European Committee for standardisation) marked with “CE” symbol. Norm EN 14688 (for wash basins).

Tests evaluated:

- Water discharge
- Temperature resistance
- Scratch resistance
- Abrasion resistance
- Ease of cleaning

- 2) ANSI and CSA confirmed by “R&T IAPMO” marked with “CUPC” symbol.

### How to care for a cultured marble product

- Clean with normal liquid detergent.
- Do not use detergent containing abrasives.
- Buff with a good quality polish, and then wax (car care products are a good alternative).

If these instructions are followed regularly the product will keep its fine appearance for many years to come.

Do not expose the product to acids, ammonia; drain cleaner, hair dyes or chlorine. If for some reason the surface should become scratched or faded, polish and wax according to the above instructions. Deeper scratches can first be carefully polished with wet strength sandpaper (approximately 1200 grain). If more serious damage occurs your retailer can supply you with a repair kit.

- f) **PROOF OF PURCHASE** by the customer from the Distributor. Where no documentary evidence exists to support such proof Franklin’s undertakes no responsibility to reimburse any repair or exchange of products under warranty.

Franklin’s will not reimburse the customer, and the warranty clause does not apply where any damage or fault is occasioned by any of the following:

- 2.1 Installation faults.
- 2.2 Abuse or misuse.
- 2.3 Improper or inadequate maintenance or calibration.
- 2.4 Utilising the products as part of an installation of product not in accordance with the Franklin installation instructions supplied by Franklins.
- 2.5 Unauthorised modifications.
- 2.6 Using parts not supplied by Hettich New Zealand, and Franklin’s.
- 2.7 Operations outside of the published physical, chemical and environmental specifications for the product, or improper site preparation or maintenance.
- 2.8 Unless otherwise agreed, warranty will not include the cost of freight to or from the customer or in any case insurance of the product.

g) **MINOR RECTIFICATION**

In the case of certain accessible visible component parts requiring minor rectification under warranty, Franklin's reserves the right to supply replacements for those parts to the customer.

Transport to the customer in such instances will be at Franklin's cost and option.

Franklin's specifically reserves the right to examine the defective part or product for assessment as to whether the fault or damage is a matter for warranty, prior to reimbursing any cost or providing any requested free replacement part.

h) **INVALIDATION OF WARRANTY**

This warranty is for normal domestic and commercial use only and excludes any defect or injury caused by or resulting from misuse, abuse or neglect, accidental damage, improper installation, modification, vermin infestation or other alteration which affects the reliability or performance of the unit not attributable to faulty manufacture, parts or labour.

i) **WARRANTY WILL BE INVALIDATED IF**

4.1 The product has been used for a purpose other than that of the manufacturers intended application OR the product has been incorrectly specified and/or installed into an application by those other than Franklin's.

4.2 The product has been damaged by use of unsuitable cleaning agents or improper materials contrary to the manufacturers stated instructions i.e. damage by agents containing acidic, corrosive, abrasive or alcohol based substances or through scouring of surface by abrasive cloths, sponges or similar.

4.3 Damage resulting from repairs or attempted repairs by anyone other than Franklin.

4.4 Damage by improper or inadequate maintenance or calibrations.

4.5 Damage by operation outside of the published physical, chemical and environmental specifications for the purpose. 4.6 Damage by improper site preparation or maintenance.

j) This warranty is transferable – It applies to the product not the purchaser provided proof of purchase details are passed onto the new owner.

k) Upon verification that any parts or products are defective under the terms of the warranty, such parts or products will be returned to Franklin's for analysis by the manufacturer before disposal unless otherwise instructed.

l) The warranty does not cover consequential damage.

m) The warranty applies to New Zealand only.