SMC TILE TRAY, WITH CHANNEL

Warranty information.

WARRANTY PERIOD

7 years	1 year	1 year
Product replacement	Parts and labour, from the date of purchase	Any part or product not listed in this document

ECT Global Pty Ltd (ABN 70 095 343 123) warrants the original purchaser of the product and its components. The warranty period starts from the date of purchase. Product replacement means an equivalent replacement product is supplied, not including installation. Parts and labour means the cost of removing and re-installing a replacement product, where required, is covered. Replacement products are subject to availability and are not guaranteed to match the original installation.

If a defect arises, notify ECT Global within 7 days of discovering it. At its discretion, ECT Global will rectify or replace, without charge, any product or component found to be defective due to an error in manufacture. If the product is no longer produced, ECT Global may supply an equivalent product or, if this is not possible, refund the original invoiced price. This warranty applies only to the original purchaser, or the first consumer for whom the product was installed by a contractor, and is not transferable.

THE WARRANTY APPLIES ONLY WHERE

01	The failure is due to a manufacturing fault.
02	Proof of purchase is provided.
03	The product has been installed by a qualified tradesperson.
04	The product has been installed in accordance with ECT Global's instructions.

ADDRESS
42 Castro Way, Derrimut VIC 3026

PHONE
(03) 8390 6300

EMAIL
sales@zenmo.com.au

WEBSITE
www.zenmo.com.au

SMC TILE TRAY, WITH CHANNEL

Exclusions and limits.

THIS WARRANTY DOES NOT COVER

01	Normal wear and tear.
02	Minor discrepancies from specifications that do not affect the value or use of the product.
03	Damage due to chemical, electrochemical or electrical influences.
04	Inappropriate use or adverse environmental conditions.
05	Failure to follow ECT Global's installation, operation or maintenance instructions.
06	Circumstances beyond ECT Global's control, including unauthorised repairs, tampering, misuse, abuse, accident, transport damage, natural events or animal damage.
07	Defective or unsuitable framework, substrate or supports.
08	Faulty workmanship during installation by others.

LIMITATIONS

01	ECT Global does not warrant the installation of its products or components, even if installation was performed in accordance with its instructions.
02	ECT Global is not liable for dismantling, return or reassembly at the installation site.
03	Repairs or replacements under this warranty do not extend the warranty period or start a new warranty period.
04	ECT Global is not responsible for consequential damages, including loss of use, inconvenience or property damage, whether direct or indirect, and whether arising in contract or tort.
05	ECT Global's liability under this warranty will not exceed the purchase price of the defective component, its replacement or its installation.
06	No other express warranty or representation has been or will be made on behalf of ECT Global. No representative, distributor or reseller may alter or extend these terms.

ADDRESS
42 Castro Way, Derrimut VIC 3026

PHONE
(03) 8390 6300

EMAIL
sales@zenmo.com.au

WEBSITE
www.zenmo.com.au

SMC TILE TRAY, WITH CHANNEL

Care and claims.

CARE AND MAINTENANCE

01	Clean with a non-abrasive sponge or microfibre cloth and soapy water, then rinse with tap water. Never use an abrasive sponge. Ventilate the bathroom after cleaning.
02	Do not use common decontaminating products. Some contain agents that can irreversibly damage the surface.
03	Keep the surface away from acetone, nail varnish remover, hair colouring products, vinegar and any product containing alcohol, acid or solvents. Do not use anti-limescale products.
04	To remove deeper marks, test the product on a non-visible area before applying it to the whole surface.
05	To unclog the drain, do not pour products containing acid or soda onto the surface. Use a funnel to pour them directly into the drain and protect the surface.

HOW TO MAKE A CLAIM

Email the following to **service@zenmo.com.au**:

01	02	03
Proof of purchase	Evidence of installation by a qualified tradesperson	Photos of the product and the defect