



Avail Product Warranty

Thank you for your interest in the products and services of Avail.
This Warranty applies to physical goods, and only for physical goods, purchased from Avail.

1. What does this Avail warranty cover?

This Warranty covers any defects in material or workmanship under normal use during the Warranty Period. During the Warranty Period, Avail will repair or replace, at no charge, products or parts of a product that proves defective under normal use and maintenance, because of improper material or workmanship during manufacture,

- Avail warranties apply to residential and commercial use.

2. What will we do to correct problems? Avail will repair or replace the product at no charge, using new or refurbished replacement parts.

3. Avail Standard Product range:

- Calibre, Mecca, Glance Grab rails and accessories including shower components and Tapware
- Liberty shower seats and toilet support arms
- Liberty and Calibre Backrests
- Standard Finishes:
 - o Coated finishes: Gun Metal PVD, Brushed Gold PVD, Brushed Bronze PVD, Chrome, Matt Black and Clear coat Brushed Brass
 - o Raw uncoated: Polished Stainless Steel, Brushed Stainless Steel, Brass

4. How long does the coverage last?

The Warranty Period for Physical Goods purchased from the date of purchase

Standard Product Range and Finishes:

- o 10 years replacement products or parts on all standard products and finishes:

Custom Products and Finishes:

- o Electroplated and Powder coated finishes that we provide custom or standard have a 1 year warranty.
- o Custom products come with a 1 year warranty unless otherwise agreed in writing.

A replacement Physical Good or part assumes the remaining warranty of the original Physical Good.





What does this warranty not cover? This Warranty does not cover any problem that is caused by:

- Conditions, malfunctions or damage not resulting from defects in material or workmanship
- Scratches, fading and wear caused by improper or abusive use of the product
- Changes to natural uncoated finishes due to weathering. These finishes change over time naturally
- Any modifications made to the product other than cutting the length of Calibre rails as per instructions
- Damage to finishes caused by adhesives, sealants etc.
- Differences in finishes to other brands, when matching colours to other brands of tapware we provide a close match however this will not be an exact match, our processes are different to other brands, we can provide images and samples of our finishes prior to purchase to help understand the differences
- Damage caused during installation or use of the product
- Avail will not be liable for any subsequent claims of labour, additional products or parts associated with alleged faulty product for work not approved in advance in writing by Avail
- Products not installed to relevant National Standards and State Regulations.
- Products not installed in accordance with the manufacturers installation instructions

What do you have to do? All claims are to be lodged at point of purchase whereby Avail service will be notified and will determine the problem and the most appropriate solution for you. The warranty period commences from date of purchase or, for new buildings, date of handover. To make a warranty claim, proof of purchase, handover documentation for new homes or equivalent documentation must be supplied for warranty claims to be considered. Should any warranty claim be made and service attended to by an Avail authorized Service Agent whereby the installation has been assessed as an installation fault and not a product fault, or from some other cause other than a manufacturing defect, Avail reserves the right to charge a service fee for attending and/or any work carried out.

Cleaning and Care for Avail Products

- **Under no circumstances should you clean Avail products using acetone or bleach**
- Never use harsh detergents or abrasive cleaners, as these will scratch the surface.
- For cleaning finishes including powdercoated, electroplated and PVD coatings **only use a soft cloth and warm soapy water to maintain the finish**
- To clean, use a soft cloth with warm soapy water to maintain the finish



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- Use of wax based furniture cream should be avoided as this can result in a build up of deposits, which could detract from the appearance.
- Metal polish can be used occasionally, ONLY on the Polished Stainless Chrome and Living Brass finish to remove light scratches

Note: This is a summary of the Avail warranty offer for Australian installed products. Some additional terms and conditions may apply. Avail reserves the right to alter, or amend this warranty offer in writing at any time. This warranty applies to products purchased after June 2023.

At Avail, we work hard to provide quality products and service, but errors can occur from time to time. In the event of any issues, we will do our best to remedy them as quickly and fairly as possible. Prices are subject to change without notice.

If at any time you wish to discuss your order or have any queries or feedback, please do not hesitate to contact us.

