



## **The Abey Warranty**

**Applicable to Products sold on or after 1<sup>st</sup> November 2025**

## 1. The Australian Consumer Law and the Abey Warranty

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 reasonably 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.

The contractual rights you may be entitled to under the warranty in this document ("Abey Warranty") are in addition to the rights under the Australian Consumer Law.

## 2. What is the Abey Warranty?

Subject to the terms and conditions of this warranty document, Abey Australia Pty Ltd (ABN 34 004 589 879) ("Abey") warrants to the original purchaser of a product specified in section 3 of this warranty document ("Product") that such product, when installed, cared for, used and maintained in accordance with Abey's published guidelines, will be free from defects in materials and workmanship for the warranty period specified in section 3 of this warranty document for that product commencing from the date of purchase or for new building the date of handover ("Warranty Period").

Abey's published guidelines include but are not limited to information contained in technical specifications, tech sheets, installation guides, care & cleaning instructions, user manuals and brochures.

**NOTE: The Abey Warranty only applies to the original owner and is not transferable.**

All claims made under the Abey Warranty will be governed by the terms set out in this warranty document.

## 3. What are the warranty periods?

The Warranty Periods for defects in materials and workmanship (excluding finishes) are as follows:

Bathroom Accessories	
Brand	Warranty Period
Abey	5 Years replacement faulty products and parts
Abey Builders	
Armando Vicario	
Gareth Ashton	
FIMA	

Basin & Toilet	
Brand	Warranty Period
Abey Ceramic	10 Years replacement faulty product
Clearwater	5 Years replacement faulty product
Burlington	
Abey Stainless Steel	25 Years replacement faulty product
	1 Year Labour and replacement parts across all brands

Freestanding Baths	
Brand	Warranty Period
Clearwater	10 Years replacement faulty product
Burlington	1 Year Labour and replacement parts

<b>Showers</b>	
<b>Brand</b>	<b>Warranty Period</b>
Abey	10 Years replacement faulty products and parts
Abey Builders	1 Year Labour
Armando Vicario	Excluding Rail Slider / Soap Dish / Hoses
Gareth Ashton	5 Years parts / 1 Year Labour
FIMA	10 Years replacement faulty products and parts / 3 Years Labour

<b>Tapware</b>	
<b>Brand</b>	<b>Warranty Period</b>
Abey	20 Years replacement cartridge
Abey Builders	10 Years replacement faulty products and parts
Armando Vicario	1 Year Labour
FIMA	20 Years replacement cartridge 10 Years replacement faulty products and parts 3 Years Labour

<b>Sinkware</b>	
<b>Brand</b>	<b>Warranty Period</b>
Abey	Lifetime of the original purchaser for replacement product only
Barazza	Lifetime of the original purchaser for replacement product only
Schock	25 Years of the original purchaser for replacement product only
Chambord	7 Years of the original purchaser for replacement product only

<b>Kitchen Accessories</b>	
<b>Brand</b>	<b>Warranty Period</b>
Abey	1 Year replacement product only
Barazza	
Schock	
Chambord	

<b>Cooktops, Other Appliances</b>	
<b>Brand</b>	<b>Warranty Period</b>
Barazza	5 Years replacement product fault

The Warranty Periods (finishes only) are as follows:

**Covers manufacturing finish defects only;** excludes any damage resulting from chemical reactions, exposure to harsh chemicals, or the use of abrasive cleaning agents etc

<b>Finishes</b>	
<b>Product Type</b>	<b>Warranty Period</b>
Showers	10 Years PVD
Tapware	5 Years Galvanic / Electroplated
Sinks	2 Years Powder coated
Accessories	

#### 4. What is not covered by this warranty?

The Abey Warranty only applies to the Products (as defined in this warranty document). It does not apply to any other products.

The Abey Warranty does not apply:

- (a) to products purchased before the Effective Date;
- (b) to products damaged during shipping, delivery or installation;
- (c) to products not installed to relevant national standards and state regulations;
- (d) to products not installed in accordance with installation instructions, information and advice provided by Abey;
- (e) to basins, baths, showers, tapware and toilets installed by a person other than a licensed plumber;
- (f) to cooktops installed by a person other than a licenced electrician or licenced gas plumber (as the case may be);
- (g) to sinks installed by a person other than a licensed plumber, cabinet maker or stonemason;
- (h) to sinks that have had their plumbing fittings connected by a person other than a licences plumber;
- (i) to tapware and showers exposed to water pressures and/or temperatures exceed stated limitations as per the product installation instructions. NOTE: AS/NXZS 3500.1-2003 (Clause 3.3.4) specifies 500kPa maximum water supply pressure at any outlet within a building for new installations;
- (j) to tapware and showers that fail due to irregular cleaning or replacements of dirty or blocked outlet aerator inserts;
- (k) to tapware and showers that do not have or have not had a flow regulator installed;
- (l) to pull-out mixers or hand showers that do not have or have not had a regulated check valve installed;
- (m) to tapware fitted with other devices to the outlet (e.g. water filters);
- (n) to toilets that have blocked valves due irregular cleaning or replacement;
- (o) to toilets installed using concrete, sand, cement mix or any similar product;
- (p) where an isolation stop tap is not fitted in accordance with installation instructions, information and advice provided by Abey;
- (q) to scratching, denting, rusting, spotting, discolouration, dulling, chipping or any other general surface deterioration (without limiting the foregoing, living finishes will wear and patina over time); Prolonged hard water exposure or colour loss due to heated metal contact (hot pots & pans etc). This warranty does not cover instances of neglect, misuse or accidents.
- (r) to fair wear and tear or damage due to the normal use or aging of the product; as these are not manufacturing faults.
- (s) Abey shall not be liable for any inconvenience or expense for materials, or labour related to the removal or replacement of a defective product, or for any loss or damage to any person or property whatsoever resulting from the defective product. All transportation costs to and from the point of purchase will be the responsibility of the purchaser.
- (t) if using abrasive pads / cleaners, steel wool, wire brushes or similar items as these will damage and wear down the finish of the product. Grids supplied with sinks must be used during daily use to protect the product and finish of the bottom of the sink.
- (u) to products that have been modified or altered without Abey's written approval;
- (v) to damage caused by use of a third-party component or product that does not meet the Product's specifications;
- (w) to products used for incorrect applications;
- (x) to products damaged as a result of obstructions due to inadequate flushing of all water supply lines before use and problems caused by water supply (including excess water pressure, silt or corrosion);
- (y) to damage caused by service or repairs (including upgrades and expansions) performed by anyone who is not a representative of Abey or an Abey Authorised Service Agent ("AASA");

- (z) to products damaged by physical or chemical products (including, but not limited to, abrasive cleaners, metallic scouring pads, steel wool pads, cast iron, adhesives, sealants, bleaches, solvents, detergents, drain cleaning products or other liquids or agents which could lead to staining or discolouration of the surface);
- (aa) to products with a serial number that has been removed, defaced, changed or tampered with in any way;
- (bb) to ex-display products regardless of whether they were purchased from Abey or a third-party;
- (cc) to damage (including but not limited to corrosion) caused by accident, abuse, misuse, improper maintenance, fire, negligence, earthquake or other external cause;
- (dd) to damage caused by installation, care, use or maintenance of the Product outside Abey's published guidelines;
- (ee) if you cannot prove that you are the original owner of the Product (e.g., by presenting proof of purchase or equivalent documentation).

## **5. Your responsibilities**

You must ensure: (a) the Product is not damaged prior to installation; (b) the Product has all of its components; (c) required maintenance on the Product is performed.

Before receiving warranty service, Abey or its agents may require that you furnish proof of purchase details, respond to questions designed to assist with diagnosing potential issues and follow Abey's procedures for obtaining warranty service.

If following a warranty claim, a service is attended to by Abey or an AASA, and Abey or the AASA (as the case may be) determines the fault is due to a cause expressly excluded from this warranty, Abey reserves the right to charge a service fee for the call out and/or any work carried out.

Where the Product has been installed, Abey requires adequate access to evaluate the Product as well as to perform any necessary warranty repairs.

## **6. What will Abey do if the warranty is breached?**

If during the Warranty Period you submit a claim to Abey or an AASA in accordance with this Abey Warranty, and Abey or the AASA (as the case may be) determines the Product suffers a defect in materials or workmanship, Abey will, at its option:

- (a) repair the Product using new or previously used genuine parts;
- (b) replace the Product with a replacement product of the same model (or with your consent a product that has the same or substantially similar features as the original product - e.g., a different model with the same features, or the same model in a different colour) that is new or comprised of new and/or previously used genuine parts; or
- (c) exchange the Product for a refund of your purchase price.

If the Product has been discontinued or is otherwise unavailable, Abey may replace the Product with an equivalent current or available product, using best endeavours and product knowledge to match the appearance and specifications of the Product.

A replacement Product or a replacement part, assumes the remaining term of the Abey Warranty. When a Product or part is replaced or a refund provided, any replacement item becomes your property and the replaced or refunded item becomes Abey's property.

## **7. Limitation of liability**

Except as provided in this warranty and to the maximum extent permitted by law, Abey is not responsible for direct, special, incidental or consequential damages resulting from any breach of warranty or condition, or under any other legal theory, including but not limited to loss of use; loss of revenue; loss of actual or anticipated profits (including loss of profits on contracts); loss of the use of money; loss of anticipated savings; loss of business; loss of opportunity; loss of goodwill; loss of reputation; or any indirect or consequential loss or damage howsoever caused including loss or damage to furniture, floor coverings, walls and fixtures.

The foregoing limitation shall not apply to death or personal injury claims, or any statutory liability for intentional and gross negligent acts and/or omissions. Abey disclaims any representation that it will be able to repair any Product under this warranty.

Abey will not be responsible for any costs associated with warranty work or service performed by anyone who is not a representative of Abey or an AASA.

## 8. Installation

Installation of any Product is the responsibility of the customer or the customer's installer. Basins, baths, showers, tapware and toilets must be installed by a licensed plumber. Cooktops must be installed by a licenced electrician or licenced gas plumber (as the case may be). Sinks must be installed by licensed plumber, cabinet maker or stonemason (and all plumbing fittings must be connected by a licenced plumber).

ALWAYS check the Product for blemishes or imperfections before installation. The cost of delivering and installing a replacement will be the responsibility of the customer.

ALWAYS use the physical Product measurements for cut-outs - the manufacturer's template is supplied as a guide only and may differ over time.

ALWAYS check to ensure the Product has all of its components.

By installing the product, the owner accepts that the Product is free of blemishes or imperfections including scratches, dents, spotting, discolouration and rust.

## 9. Tolerances/size variations

All basins, baths, toilets and Chambord sinks are manufactured with a tolerance of +/- 5mm. Accordingly, the Abey Warranty does not apply to such products that have a size variation within this range.

## 10. How to make a warranty claim?

To make a warranty claim with Abey, the process is as follows:

- (a) scan and save your proof of purchase/invoice;
- (b) log on to [www.abey.com.au/after-sales](http://www.abey.com.au/after-sales);
- (c) complete the online form and submit.

Upon submission, a warranty claim number will be sent to the nominated email address. Please use this number for all future correspondence with Abey.

Please allow up to 2 working days for an Abey representative to contact you about your claim.

**If you wish to make a warranty claim with Abey for a product purchased prior to the Effective Date (as described on the cover page of this document), please follow the process outlined in this section of this warranty document. The relevant warranty document is otherwise the one applicable at the time of purchase. Previous warranty documents are available at [www.abey.com.au/warranty](http://www.abey.com.au/warranty).**

## 11. General

No Abey reseller, agent, or employee is authorised to make any modification, extension, or addition to this warranty.

If any term is held to be illegal or unenforceable, the legality or enforceability of the remaining terms shall not be affected or impaired.

This warranty is governed by and construed under the laws of the state of Australia in which the Product purchase took place.

Abey reserves the right to modify this warranty without prior notification.

Abey or its successor in title is the warrantor under this warranty.