

Product Warranty – Shower & Bathroom Drains

US Trench Drain offers You a warranty against defects for the Products on the terms of this document (Warranty).

Definitions:

In this Warranty:

Shower & Bathroom Drains means **Shower & Bathroom Drains** by US Trench Drain purchased by a person/company for their own personal, domestic, or household use or by a person/company (such as a builder, developer or plumber) for use in a building. It does not include any other person/company who purchases the Product for resale or resupply.

Warranty Period:

In addition to your rights and remedies under a law in relation to the Product, US Trench Drain offers you a warranty that the Product will be free from defects for the following periods (Warranty Periods):

-Shower & Bathroom Drains- 1 year

Each Warranty Period above commences on the date of purchase.

Warranty Conditions:

Subject to compliance with the terms of this Warranty, US Trench Drain will supply a replacement Product where US Trench Drain determines that a fault in the Product has been caused by faulty manufacture or faulty materials used in the manufacture of the Product.

This Warranty does not apply to any defect caused or contributed to by any one or more of the following:

- Accidental damage, abuse, misuse, or mistreatment
- Abnormal stresses on the Product beyond its designed purpose
- Improper use of cleaners or chemicals including acid washing during
- installation Unapproved modifications were made to Products

- Damage to Product and Product finishes resulting from installation, including acid washing Installation that did not follow the US Trench Drain installation guidelines or instructions Interference with or attempts to repair the Product after the Product has been installed Normal wear and tear from use

This Warranty only applies to you and is not transferable from you to any other person.

This Warranty only covers the US Trench Drain product and no installation, removal or repair costs to any site work.

You are entitled to a replacement or refund for a major product failure. 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.

How to make a Warranty Claim:

All claims under this Warranty must be made within 14 days of you becoming aware of a suspected defect in the Product (Claims Period). Any claim under this Warranty that is made outside the Claims Period will not be accepted.

To make a claim under this Warranty, you must provide us with the following (Claim Documentation):

Copy of proof of purchase receipt (ensuring the date of purchase is visible);

Your name, contact details and address.

Description of the claimed defect;

If visible, a photo of the defect/s;

If the Product has been installed, written evidence (such as an invoice) that the Product was installed by a licensed plumber (if requested by US Trench Drain)

You must meet the costs of making the Warranty claim, including any postal, phone, facsimile, email communication or return shipping.

Uninstalled Products:

If the Product has not been installed, it should be returned to the place of purchase with the Claim Documentation, and you should advise the place of purchase that you wish to make a claim under this Warranty. You must arrange and meet the cost of transporting the Product to the place of purchase.

Installed Products:

If the Product has been installed, please contact US Trench Drain by email info@ustrenchdrain.com

For installed Products, US Trench Drain may (subject to Your agreement) arrange for a company representative to attend the place of installation, examine the Product and assess whether the Warranty Conditions have been met. Where US Trench Drain or its company representative determines that the Product is defective under the terms of this Warranty, US Trench Drain will at its election supply, or cover the costs of supplying, a new Product (or equivalent Product if the same Product is no longer available or manufactured).

You must ensure that any Product supplied by US Trench Drain under this Warranty is installed at your cost by a competent and licensed plumber unless US Trench Drain agrees to pay the cost of having the Product installed as part of the Warranty claim.

Where US Trench Drain or its company representative determines that the fault was caused by incorrect installation (including installation by a person that is not a competent and licensed plumber), or a failure to follow US Trench Drain installation and use guidelines or the claim is otherwise excluded by the terms of this Warranty, US Trench Drain will not supply any replacement Product under this Warranty and reserves the right to charge you a service fee for attending the location of the installed Product and assessing the Warranty claim. The service fee payable by you in such circumstances will be quoted to you by US Trench Drain.