

# COMPREHENSIVE TERMS & CONDITIONS OF SALE AND WARRANTY

Melbourne Building Products Pty Ltd Effective Date: June 2026

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## 1. Online & In-Store Shopping Terms and Conditions

### 1.1 Contractual Binding Agreement & Compliance

These terms apply to the ordering, purchase, and delivery of Goods from our online e-commerce platform or physical retail storefronts, forming a legally binding contract between you (the Customer) and Melbourne Building Products Pty Ltd (the Company, We, Us, or Our).

By using our website (the Site), submitting an order, or completing an in-store transaction in any manner, you acknowledge that you have read, understood, and agree to be bound by these Terms. You will be bound by these Terms each time you submit an Order. If you hold a commercial trade account or online customer account with us, you agree that these Terms (as amended from time to time) apply unconditionally to your account operations and all associated orders.

### 1.2 Amendment Rights & Limitation of Liability

These Terms contain critical operational frameworks regarding the ordering, processing, and delivery of building fixtures, including strict limitations of business liability. Melbourne Building Products

*Pty Ltd reserves the absolute right, at its sole discretion, at any time and without prior notice, to amend, remove, or vary its retail services, operational policies, and corporate Terms and/or any page of this Site.*

*Each time you access our storefronts or online channels, you should review the current framework to ensure ongoing compliance. Secondary policies, such as specific freight rules, Click & Collect terms, or specific terms for certain Goods identified in item description fields, operate alongside these terms. We will not be liable to you or any third party for losses suffered due to delayed or failed order processing resulting from inaccurate or incomplete details provided by you.*

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## **2. Placing Orders & Purchase Restrictions**

### **2.1 Order Submissions & Acceptance**

*By placing an Order on the Site, you are making an offer to enter into an agreement to purchase the product(s) in that order. Orders will be deemed received by Us at the time We send an order confirmation to your nominated email address. It is your sole responsibility to ensure that the correct email address and contact details are entered with your Order.*

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*You may place an Order on the Site if you are aged 16 years or over (18 years if purchasing using secondary integrated credit providers like ZipPay), and have an active email account or a telephone number at which you can be contacted.*

A.

We reserve the absolute right to accept or reject your Order for any reason at any time. If We reject your Order, you will receive a formal refund of any money paid.

B.

Your Order officially becomes a final sale only when your Order is dispatched from our warehouse facilities and We have issued you a Tax Invoice.

## **2.2 Invoicing, Sales Orders, & Consolidation**

Each individual Order you place constitutes a completely separate sales order and invoice. If you place consecutive or separate Orders, we cannot consolidate your Orders. A separate Delivery Fee, if applicable, will apply to each individual Order. Subject to any applicable quantity restrictions, you can order as many Goods as you wish in one Order. A formal tax invoice will be issued at the time the Goods are ready for dispatch from the Melbourne Building Products store fulfilling your order.

## **2.3 Commercial Resale Restrictions & Quantity Limits**

You acknowledge and agree that all Goods purchased under these Terms are intended for personal or direct trade contract usage only, are for non-commercial retail use, and must not be bought for immediate commercial re-sale or unauthorized distribution.

From time to time, We may restrict the quantity of Goods which can be purchased in one Order, during a particular period of time, per person, or per delivery address. Any quantity restrictions will be explicitly stated on the product page, within promotional marketing materials, or as otherwise advised to you by our team.

## **2.4 Personal Information Consent**

You agree to obtain explicit prior consent before providing Us with the Personal Information of any third-party recipients of gifts or Goods Ordered by you, in complete compliance with Australian privacy standards.

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## **3. Availability & Representation of Goods**

### **3.1 Stock Availability & Disruptions**

From time to time, specific Goods may be out of stock or completely unavailable from your chosen retail location. We reserve the right to withdraw or suspend from sale any Good displayed on the Website, either temporarily or permanently, at any time and without notice. Melbourne Building Products Pty Ltd will not be liable to you or any third party for any loss suffered as a result of a withdrawal, suspension, or supply shortage of a particular Good.

### **3.2 System, Human, & Pricing Errors**

Melbourne Building Products Pty Ltd reserves the right not to honor any incorrect product offers, promotions, or advertisements represented on the Website made by genuine human or system error. Where your Order is affected by a genuine error on the Website (including errors in description, images, technical specifications, or Price), We reserve the right to cancel or reject that part of the Order affected by the error and refund any money paid to us.

If your order is partially rejected, Melbourne Building Products will fulfill the remainder of your Order. If you are not satisfied with the partial fulfillment of your Order, you maintain the right to return your entire Order to us under our approved Returns Policy.

### **3.3 Visual & Dimensional Disclaimers**

You acknowledge and agree to the following product limitations prior to completing your purchase:

A.

All pictures, renders, and images of Goods displayed on our digital applications are for illustrative purposes only.

B.

Any auxiliary accessory featured alongside the primary Goods in lifestyle imagery is for illustrative layout concepts only and is sold separately.

C.

Where we provide structural dimensions and measurements in the description of a Good, the physical dimensions may vary slightly in real life due to manufacturing tolerances. It is your sole responsibility to ensure that the actual size of each Good is completely suitable for your construction purpose prior to submitting your Order (including verifying that there is appropriate, clear, and safe access to your specified Delivery Address for the freight drop-off).

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## **4. Price & Payment Gateways**

### **4.1 Pricing Structure & Authority**

When you place an Order, we will charge you, and you agree to pay, the listed purchase Price and any applicable Delivery Fees. All Prices are denominated in Australian Dollars (\$AUD) and are

*inclusive of Goods and Services Tax (GST) under A New Tax System (Goods and Services Tax) Act 1999 (Cth). Any additional fees and charges (including shipping or insurance fees) imposed by these Terms also include GST where applicable.*

*We reserve the right to change or alter Prices without notice to you. If you have already successfully submitted an Order at a particular Price, We will supply your Goods at that Price, unless your Order is affected by a genuine human or system pricing error as outlined in Section 3.2.*

#### **4.2 Payment Verification & Fraud Controls**

*Payment methods are explicitly specified on our Website or explained directly by Melbourne Building Products sale consultants at the time you place your Order. The name on any credit card used for transaction processing must match the name on the Order file.*

*Other methods of payment, including cash and EFTPOS terminal processing, can be utilized for physical In-Store Orders, but are not accepted for automated Orders placed through the online Website portal.*

*Personal or business bank cheques cannot be used as a payment method for any purchase from the Site, including for the immediate payment of Orders.*

*If you pay using low-cost credit or third-party buy-now-pay-later services, the prevailing terms and conditions of that specific financing firm apply. You must view your chosen credit provider's Terms & Conditions for payment methods as they are subject to external modification.*

*Any payment for an Order must be fully cleared by Melbourne Building Products' banking systems before Goods are dispatched or transferred to you. If your payment cannot be processed, your Order will be immediately rejected and you will be notified.*

*In paying or attempting to pay for Goods, you warrant that you have not engaged in any fraudulent conduct, credit card skimming, identity theft, or contravened any applicable Law. Lay-by options are strictly unavailable for Orders.*

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## **5. Delivery, Freight, & Click & Collect**

### **5.1 Click & Collect Regulations**

*Our Click & Collect fulfillment service allows you to purchase goods online for secure physical collection at an authorized Melbourne Building Products storefront or a nominated company collection depot. A physical signature on pick-up is mandatory. You must present valid government-issued photographic identification alongside your order confirmation email to store personnel before stock release will be authorized.*

## **5.2 Estimated Dispatch Timelines & Sales Events**

Dispatch times may vary according to immediate warehouse stock availability. Any representations made regarding delivery times are operational estimates only and are subject to delays resulting from external postal blockages, transport accidents, or force majeure events for which We are not responsible.

Please note that during major regional sales events (such as Spring Sales, End of Financial Year [EOFY] Sales, or Black Friday events), We may take an extra day or two to prepare your Melbourne Building Products Order for both Click & Collect pick-ups and third-party deliveries.

## **5.3 Delivery Documents & Failed Drop-offs**

A physical signature on delivery by a person over the age of 18 is required for all primary shipments. If you or your representative refuse to sign the delivery documentation, this action will be taken as a direct refusal to accept delivery, and the stock will be returned to our holding bay.

If no one is present at the delivery address or there is severely limited physical access to the delivery address, and a signature is not legally required for the delivery, the Delivery Agent will leave a collection card with instructions on where to collect your structural Goods.

## **5.4 Big & Bulky Logistics Framework**

For Big & Bulky Goods (items requiring specialized manual handling, extra warehousing resources, or heavy vehicle transport), your Order will be referred to a specialized delivery service provider who will contact you directly to arrange a delivery window and request

specific delivery access details (such as the presence of stairs, tight lane clearances, or parking restrictions).

You or an authorized person over the age of 18 must be available on-site to accept delivery on the precise date agreed between you and the delivery agent. If nobody is available at the address on that designated date, additional delivery fees will apply for redelivery and warehouse staging. Unpacking, structural assembly, positioning, and trade installation fees do not form part of your Delivery Fee and are not provided by our freight drivers. Prior to placing your Order, please read the product information page to determine if assembly is required.

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## **6. Order Cancellations & Returns**

### **6.1 Compliance with the Returns Policy**

Any Goods you purchase can only be returned in strict accordance with these Terms and our formalized Returns Policy, which forms an inseparable part of these Terms. Melbourne Building Products Pty Ltd will process approved refunds within a reasonable operational timeframe of agreeing to do so.

### **6.2 Refund Processing Restrictions**

All refunds will be processed back via the exact payment path utilized to finalize the original purchase order:

If the original payment was executed on a credit card, refunds will be processed strictly back onto the same card.

*If the transaction involved low-cost credit or financing platforms, refunds will be processed back to the account via that specific credit provider.*

*For In-Store Orders where you paid by EFTPOS card, you can obtain your refund by physically visiting a Melbourne Building Products store.*

*Same-Day Delivery Orders cannot be cancelled or altered once submitted to our system. Same-Day Delivery Goods can only be returned in person at a physical Melbourne Building Products storefront.*

## **7. Product Recalls**

### **7.1 Notice Placement**

*If a Good distributed by us is subject to an official product recall under Australian regulatory frameworks, a public notice will be posted in the Product Recall notice section of our Website. You can return recalled Goods safely as instructed within that specific safety notice.*

### **7.2 Communication Consent**

*You explicitly consent to us contacting you or your gift recipient, using the personal information provided on your primary Order file, to notify you of an official product recall via telephone, email, SMS, MMS, or postal mail.*

## **8. Promotions & Discounts**

### **8.1 Variance of Offers**

*The Goods, individual Prices, and promotional campaigns offered on our Website or on an In-Store Order form may vary from one Melbourne Building Products retail storefront to another based on localized marketing allocations. A physical Melbourne Building Products storefront is under no legal obligation to match a price where the offer or Price relates strictly to an Online Only digital promotion or where there is a clear typographical price error.*

### **8.2 Coupon Codes & Validity**

*You may receive online offers and promotions distributed via email, mail, digital portals, or in-store flyers. Some offers may include a promotional or coupon code (Code) for use during online checkout. It is your sole responsibility to ensure that the Code is valid, and that you manually enter the Code at the time of placing your Order. The Code cannot be applied retroactively after you have submitted your transaction.*

*Separate terms may apply to the use of promotional codes. Any Code issued is non-transferable, cannot be posted on a public internet forum or voucher website, and may not be combined with other active trade discounts or concurrent offers. All references to times in promotions are based on local Australian Eastern Standard Time (AEST) unless explicitly stated otherwise.*

## **9. Glass & Mirror Compulsory Transit Insurance**

### **9.1 Compulsory Insurance Premium Fee**

If you select a Delivery service option, a mandatory 10% Insurance fee will apply to all fragile Goods such as Mirrors, LED Mirrors, and Glass products (including shower screens and glass panels). The 10% Insurance fee is completely compulsory for all mirrored and glass items requiring delivery. This amount will be calculated and displayed automatically during Check Out on our website and will be listed as a separate line fee on your tax invoice.

### 9.2 Scope of Insurance Coverage

If your fragile Goods are cracked, broken, or shattered during transit while in the possession of our logistics network, this Insurance covers the direct structural replacement of the affected Goods only. Additional auxiliary freight costs, expedited hot-shot transport charges, or third-party trade assembly delays are completely excluded and are not covered by our 10% Insurance fee.

### 9.3 Insurance Claim Initiation

To execute a valid Insurance Claim for a transit break, you must contact your fulfilling Melbourne Building Products store within 24 hours of delivery to initiate the claim process. Alternatively, you can submit a formal claim with photographic proof of the packaging and broken items via our website portal:

**Digital Claim Link:** [melbournebuildingproducts@gmail.com](mailto:melbournebuildingproducts@gmail.com) (Submit details directly here)

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## 10. Privacy Policy & Data Protection Obligations

The privacy of your personal information is afforded the highest level of importance by **Melbourne Building Products Pty Ltd.** We are strictly bound by the *Privacy Act 1988 (Cth)* and the Australian Privacy Principles (APPs) regarding the manner in which we handle your personal information and how we respond to your requests to access and correct it.

### **10.1 Collection & Use of Personal Data**

We collect personal information (including Identity Data, Financial Data, Trade License Data, and Plumbing Compliance Certificates) through lawful and fair means to process transactions, prevent retail e-commerce fraud, verify that fixtures were installed by a licensed tradesperson prior to authorizing product remedies, and satisfy consumer guarantees under the ACL.

### **10.2 Contact for Access and Correction Rights**

Under the APPs, you maintain the right to request access to the personal information we hold about you, or to request formal corrections if the data is inaccurate or incomplete. For all privacy inquiries or data modification requests, please contact our privacy compliance officer directly at:

**Email:** [melbournebuildingproducts@gmail.com](mailto:melbournebuildingproducts@gmail.com)

**In-Store Inquiries:** Please request to speak directly with the Store Manager at your local retail outlet.

# 11. Data Breach Response Policy & NDB Scheme Compliance

## 11.1 Statement of Commitment

Melbourne Building Products Pty Ltd is committed to protecting the security, confidentiality, and integrity of all personal, trade account, and financial data collected from our users. In the event of an actual or suspected security incident involving unauthorized access, disclosure, or loss of personal data, we respond aggressively using an established Data Breach Response Plan in strict accordance with the **Notifiable Data Breaches (NDB) scheme** under the *Privacy Act 1988 (Cth)*.

## 11.2 Definition of an Eligible Data Breach

An "Eligible Data Breach" occurs when:

A.

There is unauthorized access to, unauthorized disclosure of, or a comprehensive loss of personal information held by Melbourne Building Products Pty Ltd.

B.

The breach is reasonably likely to result in **serious harm** to any of the individuals to whom the information relates (including psychological, physical, financial, reputational, or identity fraud damage).

The Company has been unable to prevent the likely risk of serious harm through immediate, proactive remedial containment actions.

### **11.3 Mandated Assessment & Containment Phase**

Upon the identification of any suspected data anomaly or system vulnerability, our IT infrastructure teams will immediately implement containment protocols to isolate affected servers, cut off malicious access vectors, and secure uncompromised records.

In accordance with Australian statutory directives, we will execute a thorough assessment within a maximum of **30 calendar days** from the initial date of suspicion to determine if the incident satisfies the classification of an Eligible Data Breach.

### **11.4 Notification Framework**

If a verified Eligible Data Breach occurs, Melbourne Building Products Pty Ltd will prepare a formal statement detailing the identity of the organization, a detailed description of the incident, the specific categories of information compromised, and proactive recommendations for protective steps individuals should take. We will immediately supply this notification statement to:

**The Office of the Australian Information Commissioner (OAIC)**  
via their certified regulatory channels.

All affected individuals via their registered account email address, direct telephone communication, or text message.

Where direct communication is functionally impossible due to incomplete data records, a conspicuous public announcement will be published directly on the homepage of our corporate website.

## **12. Statutory Framework & Consumer Guarantees**

### **12.1 Mandatory Australian Consumer Law (ACL) Statement**

*Consumer Notice: Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). 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. Any voluntary company or manufacturer warranties outlined below operate in addition to, and do not override, these non-excludable statutory rights.*

### **12.2 Remedy Classifications**

*Where a product supplied by Melbourne Building Products Pty Ltd is verified to have an inherent manufacturing defect, the remedy provided will strictly align with statutory definitions:*

**Major Faults:** *If a product carries a verified major fault, the customer may elect to receive a replacement, store credit, or a refund.*

**Minor Faults:** *If a product carries a verified minor fault, Melbourne Building Products Pty Ltd reserves the absolute right to determine the remedy, which may include providing a replacement part, a component repair, or a store credit.*

## 13. Universal Installation & Operational Requirements

To protect your product eligibility, all items supplied by Melbourne Building Products Pty Ltd must be handled and installed under the following strict conditions. Failure to adhere to these industry criteria may render voluntary manufacturing warranties invalid, to the extent permitted by law:

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**Licensed Trades Installation:** All products must be installed by a fully qualified and licensed tradesperson in strict accordance with current Australian Standards and relevant local building/building services authority regulations.

**Cabinetry and Water Resistance:** While our bathroom and kitchen cabinetry is engineered using premium water-resistant materials, it is **not waterproof**. Damage resulting from prolonged pooling water, leaking supply lines, or

*improper sealing is completely excluded from voluntary manufacturing warranties.*

***Plumbing System Constraints:*** *Isolation valves must be installed with all specialized tapware. Operating water pressure must be controlled using an inline pressure-limiting valve on properties where supply exceeds statutory limits (500kPa). Water temperatures must not exceed Australian statutory limits.*

***Glass Handling & Exclusions:*** *Physical damage including broken, chipped, scratched, or shattered glass panels occurring post-delivery is strictly excluded from warranty coverage. All glass structures must be handled and installed by a licensed glazier utilizing correct Personal Protective Equipment (PPE). All glass distributed by Melbourne Building Products Pty Ltd complies strictly with relevant Australian safety standards.*

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## **14. Industry Certifications & Quality Compliance**

*The building fixtures, showers, tapware, and toilets distributed by Melbourne Building Products Pty Ltd are sourced from premier manufacturing supply chains and carry voluntary limited warranties of up to 5 years (please refer to our specific product specification sheets for precise item timelines).*

Where statutory frameworks dictate, our inventory is independently laboratory tested and certified compliant with the following Commonwealth standards:

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**WELS Scheme:** Certified compliant with Australian water-efficiency regulations to reduce unnecessary consumption.

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**WaterMark Certification:** Formally evaluated and approved for legal connection to Australian water supply, sewerage, plumbing, and drainage infrastructure.

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## **15. Product Warranty Breakdown**

The voluntary periods listed below define the limits of our structural and component replacement coverage. To the extent permitted by law, these timelines apply specifically to manufacturing flaws and do not cover damage caused by trade installation errors, site accidents, water impurity, or improper maintenance.

### **15.1 Tapware & Mixers**

#### **Regular In-Wall Shower Mixers**

**Voluntary Warranty Period: 1 -Year Replacement Parts Only; Zero (0) Labor Coverage.**

Melbourne Building Products Pty Ltd will supply the required replacement parts free of charge, but completely excludes any third-party plumbing labor costs, trade call-out fees, or travel expenses required to swap the parts over.

All labor costs must be borne entirely by the customer.

## Premium In-Wall Shower Mixers

**Voluntary Warranty Period: 4 -**  
Year Replacement Parts; 1-Year Internal Labor.

### **Coverage Scope:**

Covers the replacement of internal cartridges and mechanical mixer components against inherent manufacturing defects for up to 5 years from the original tax invoice date.

**Exclusive Labor Limitation:** Professional trade labor costs required to rectify a verified manufacturing defect are covered strictly within the first 12 months from the original purchase date.

**Mandatory In-House Trade Rule:** Any approved warranty labor during this first year must be performed exclusively by a Melbourne Building Products Pty Ltd authorized trade technician. We will not pay for, reimburse, or cover the invoices of independent third-party plumbers contracted directly by the customer. Past the 1-year window, all labor, tiling modifications, and call-out fees become the sole responsibility of the customer.

## **Pull-Out Sink Mixers & Premium Basin Mixers**

**Voluntary Warranty Period:** 2-Year Ceramic Disc Cartridge & Parts Only; 1-Year Structural Labor.

**Coverage Scope:** Covers the replacement of the internal ceramic disc cartridge or specific mechanical components against structural leaks for up to 2 years from the invoice date.

**Labor Limitation:** Trade labor costs required to replace a faulty cartridge or part within the first 12 months must be coordinated by an authorized Melbourne Building Products Pty Ltd technician. Past this 1-year window, replacement parts are supplied free of charge, but all labor costs are borne entirely by the customer.

## **Standard Basin & Sink Mixers**

Standard Basin & Sink Mixers **Voluntary Warranty Period:** 1-Year Replacement Product or Parts Only; **Zero (0) Labor Coverage.** **Coverage Scope:** Covers the replacement of the mixer body or internal componentry against casting leaks for up to 1 year from the original tax invoice date. **Strict Labor Exclusion:** In accordance with the **Standard Warranty Ceiling (The 1-Year Reduction Rule)**, this product is classified under our standard tier and carries a **Parts Only** policy. Melbourne Building Products Pty Ltd will supply the required replacement parts or product free of charge, but completely excludes any third-party plumbing labor costs, trade call-out fees, or travel expenses required to rectify a fault or install the replacement. All labor costs must be borne entirely by the customer.

## **Tapware Sets (Multi-Piece, Three-Piece, Wall, or Basin Sets)**

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### **Voluntary Warranty Period: 2-Year Replacement**

*Product or Parts for Jumper Valves and Ceramic Disc Spindles; 1-Year Parts Only for auxiliary components.*

**Labor Exclusion:** *This voluntary warranty is for parts and product replacement only and strictly excludes professional plumbing labor costs, trade call-out fees, or travel expenses. Any installation or replacement labor costs must be borne entirely by the customer.*

## **15.2 Basins & Vanity Tops**

**Standard Accessories Voluntary Warranty Period:** 2-Year Replacement Product or Parts.

**Coverage Scope:** Covers structural flaws, component failure, or manufacturing degradation of the item or its individual sub-assembly parts.

**Exclusions:** Does not cover superficial surface scratches, tarnishing from abrasive chemical cleansers, or standard operational wear and tear.

**Solid Surface Basins & Vanity Tops Voluntary Warranty Period:** 2-Year Replacement Product.

**Coverage Scope:** Covers inherent material cracking, structural splitting, or casting defects identified within 2 years of the original invoice date.

**Exclusions:** This warranty strictly excludes surface chips, impacts, thermal shock fractures (caused by sudden extreme water temperature changes), or chemical discoloration occurring post-delivery. Items must be inspected before installation, as Melbourne Building Products Pty Ltd will not cover trade call-out fees to remove, rip out, or reinstall a joined vanity top.

### **Concrete Basins**



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*Voluntary Warranty Period: 2-Year Replacement  
Product.*

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*Coverage Scope: Covers structural flaws, manufacturing imperfections, or inherent casting defects that surface within 2 years of the original tax invoice date.*

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*Material Disclaimers: Due to the organic nature of raw building materials, concrete products naturally feature minor surface pitting, air bubbles, and tonal variations. These aesthetic characteristics are not considered manufacturing defects.*

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*Handling Exclusions: This voluntary warranty strictly excludes impact cracks, chips, surface staining caused by acidic or harsh chemical cleaners, and damage resulting from trade installation errors. All basins must be thoroughly inspected for pre-existing physical or cosmetic damage prior to installation.*

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### 15.3 Baths & Spa Tubs

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*Standard Baths (Bath Shell)*

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*Voluntary Warranty Period: 2-Year Replacement Product.*

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*Coverage Scope: Covers the structural integrity of the bath shell against inherent cracking, material splitting, or manufacturing degradation identified within 2 years of the original invoice date.*

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*Exclusions: Strictly excludes surface chips, scratches, impact damage, or discoloration caused by abrasive chemical cleaners or heat exposure post-delivery. Units must be thoroughly inspected before installation, as Melbourne Building Products Pty Ltd will not cover trade call-out fees or construction costs to remove or replace an installed bath shell.*

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### **Spa Tubs (Electrical Components)**

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*Voluntary Warranty Period: 1-Year Replacement for Electrical Parts.*

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*Coverage Scope: Covers the replacement of faulty electrical components, pumps, jets, or internal wiring elements due to verified manufacturing defects.*

*Mandatory Trade Installation: This electrical warranty is strictly conditional upon the product being installed*

and connected by a licensed electrician and a licensed plumber. Melbourne Building Products Pty Ltd reserves the right to request official electrical safety certificates or trade invoices to verify professional installation before a replacement part or electrical remedy is authorized. AGAIN WE EXCLUDE ANY LABOUR COST .

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#### **15.4 Showers & Shower Outlets**

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**Stainless Steel / Brass Shower Heads & Hand Showers**

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**Voluntary Warranty Period: 2-Year Replacement Product or Parts.**

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**Coverage Scope:** Covers the replacement of the main unit or its internal brass/stainless components against structural failure or casting leaks.

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**Exclusions:** Strictly excludes surface tarnishing or finish degradation caused by abrasive chemical cleaners or hard water calcification post-installation.

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**Shower Outlet Fittings (Wall Arms, Droppers, Elbows, Rails)**

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*Voluntary Warranty Period: 2-Year Replacement Product or Parts.*

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*Coverage Scope: Covers structural flaws, splitting, or threading failure of the structural mounting fixtures.*

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### *Shower Heads & Hand Showers (ABS Componentry)*

*Voluntary Warranty Period: 2-Year Replacement Product or Parts.*

*Coverage Scope: Covers manufacturing defects within the ABS molded body or faceplate.*

### *Accessories & Spare Parts*

*Voluntary Warranty Period: 1-Year Replacement Product or Parts.*

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*Coverage Scope: Covers auxiliary components, internal seals, washers, and structural fixings against manufacturing defects.*

## *Flexible Hoses*

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*Voluntary Warranty Period: 1-Year Replacement Parts.*

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*Coverage Scope: Covers splitting or structural unraveling of the hose assembly.*

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*Exclusions: Strictly excludes kinks, twists, or burst lines caused by water pressure spikes exceeding maximum Australian plumbing standards.*

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*Trade & Pressure Mandate: All shower fixtures must be installed by a licensed plumber. In accordance with standard plumbing codes, line strainers and pressure-limiting valves must be utilized where main line pressure exceeds statutory maximums, or the voluntary warranty will be void.*

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## *15.5 Toilets & Flushing Systems*

- **Ceramic Toilet Pans (Wall Faced, Floor Pans, & Wall Hung Pans)**

- - **Voluntary Warranty Period: 2-Year Replacement Product or Parts.**

- - - **Coverage Scope:** Covers the structural integrity of the ceramic pan against manufacturing cracks or glazing defects for up to 2 years from the original tax invoice date.

- - - **Explicit Component Exclusions:** This 2-year coverage strictly excludes toilet seats, inlet/outlet valves, push-button assemblies, links, flush pipes, and other internal mechanisms. These moving or wearable components are governed strictly by the standalone 1-year terms outlined below.

- - **In-Wall Cisterns & Push Plates**

- - **Voluntary Warranty Period: 2-Year Replacement Product.**

*Coverage Scope: Covers the structural integrity of the in-wall tank housing and the cosmetic finish of the mechanical push plates against manufacturing defects.*

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### *Valves, Internal Cistern Mechanisms, Accessories & Parts*

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*Voluntary Warranty Period: 1-Year Replacement Parts.*

*Coverage Scope: Covers the replacement of faulty inlet/outlet valves, mechanisms, and internal cistern componentry within the first 12 months.*

### *Soft-Close Toilet Seats*

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*Voluntary Warranty Period: 1-Year Replacement Parts.*

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*Coverage Scope: Covers the replacement of the seat or soft-close hinge dampeners against mechanical failure.*

*Exclusions: Strictly excludes physical breakage, seat yellowing due to chemical cleansers, or hinges forced down manually, which disrupts the automated soft-close mechanism.*

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## **15.6 Finishing Touches & Hardware**

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*Standard Mirrors & Mirrors with Demister Functions*

*Voluntary Warranty Period: 2-Year Replacement Product.*

*Coverage Scope: Covers silvering degradation, edge desilvering, or unexpected backing separation within 24 months of the original invoice date. For demister models, this includes internal heating element failure.*

*Exclusions: This warranty strictly excludes physical impact cracks, surface scratches, or shattered glass occurring post-delivery.*

- ### *LED Mirrors with Demister Functions*

*Voluntary Warranty Period: 2 -Year Replacement Product.*

*Coverage Scope: Covers the internal LED strip lighting, integrated transformer units, and demister pad functionality against inherent electronic failure.*

### *Mirrored Cabinets*

*Voluntary Warranty Period: 3-Year Replacement Product.*

*Coverage Scope: Covers the structural assembly of the cabinet body, carcass rigidity, and the mechanical*

*functionality of internal shelf supports or soft-close door hinges.*

*Water Damage Disclaimer: While the cabinet materials are engineered to be highly water-resistant for bathroom environments, they are **not waterproof**. Swelling, warping, or delamination caused by continuous water pooling or inadequate bathroom ventilation is strictly excluded from voluntary coverage.*

## *Heated Towel Ladders*

*Voluntary Warranty Period: 3-Year Replacement Product or Parts.*

*Coverage Scope: Covers internal dry-element heating components, hardwired/plug-in connection housings, and structural weld points.*

*Trade Installation Mandate: Electrical connection elements must be integrated by a licensed electrician, or the voluntary warranty will be void.*

## *Floor Grates, Bottle Traps & Wastes*

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*Voluntary Warranty Period: 2-Year Replacement Product or Parts.*

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*Coverage Scope: Covers casting leaks, thread stripping, or mechanism failure (such as pop-up waste springs).*

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*Finish Warning: Surface tarnishing, peeling, or pitting of electroplated, PVD, or painted finishes caused by abrasive scouring pads or harsh bleach-based tile cleaners is completely excluded. Component cleaning must be executed using a soft cloth and mild soapy water only.*

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## *15.7 Kitchen & Laundry Sinks*

### *Standard Sinkware*

*Voluntary Warranty Period: 1-Year Replacement Product.*

*Coverage Scope: Covers the primary structural integrity of the sink body against manufacturing splits, seam separation, or casting leaks for up to 12 months from the original tax invoice date.*

## *Granite Sinks*

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*Voluntary Warranty Period: 5-Year Replacement Product.*

*Coverage Scope: Covers inherent material defects, structural cracking, or unprovoked splitting of the granite composite matrix occurring within 5 years of the original tax invoice date.*

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*Pre-Installation Inspection: Granite sinks are heavy and fragile prior to installation. Units must be thoroughly inspected for pre-existing chips, hairline transit fractures, or dimensional warping before installation commences. Installation constitutes complete acceptance of the physical cosmetic condition.*

## Honey Comb Sink Covers

*Voluntary Warranty Period: 3-Year Replacement Product.*

*Coverage Scope: Covers structural weld degradation, protective layer separation, or manufacturing warping of the specialized honeycomb cover assembly.*

*Labor, Wear & Tear Exclusion: All kitchen and laundry sinkware items carry a strict Product Replacement Only policy. Under no circumstances will Melbourne Building Products Pty Ltd cover third-party trade labor fees, plumbing call-out costs, or stone/cabinetry modification expenses required to cut out, remove, or reinstall a sink unit. Surface scratching, scuffs, or cosmetic wear from standard daily operation are completely excluded from coverage.*

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## **16. Strict Operational Exclusions & Protective Disclaimers**

*To the maximum extent permitted by law, the voluntary manufacturing warranties across all product categories will be rendered completely void if any of the following conditions occur:*

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**Normal Wear and Tear / Daily Scratching:** Surface scratching, scuffs, swirl marks, or minor surface abrasions occurring on metals, stainless steel, granite composite, or protective covers through regular daily operation are classified as **normal wear and tear** and are completely excluded from warranty coverage.

**Failure to Flush Water Lines (Debris Damage):** Internal scratching, scaling, leaking, or premature degradation of ceramic disc cartridges, spindles, jumper valves, or cistern mechanisms caused by foreign matter (including solder, grit, sand, copper shavings, or construction brick dust) left inside the building's water lines is strictly excluded from coverage. Plumbers must thoroughly flush all supply lines prior to connecting fixtures.

**Chemical Deterioration & Bleaching:** Surface tarnishing, peeling, cracking, matte spotting, or discoloration of specialized finishes (including Chrome, Matte Black, Brushed Gold, Gunmetal, or PVD finishes) caused by the use of bleach, ammonia, acid, abrasive scouring pads, or harsh chemical cleaning agents is completely excluded. The use of chemical "in-tank" toilet cleaning blocks or bleach tablets degrades internal rubber seals and plastic valves, completely voiding flushing system warranties. Components must be cleaned gently using a soft cloth and warm soapy water only.

*Impact & Thermal Shock Damage: Glass breakage, surface chipping, deep gouges, or structural cracking caused by physical drops or impacts post-delivery, or thermal shock fractures resulting from pouring boiling liquids directly onto a cold composite granite or concrete surface, are strictly excluded.*

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## **17. Mandatory Compliance & Claim Lodgement**

### **17.1 Pre-Installation Inspection Obligation**

*Please inspect all items thoroughly prior to installation. To the extent permitted by law, Melbourne Building Products Pty Ltd accepts no liability or financial responsibility for external plumbing costs, structural modifications, or labor fees incurred to remove or replace a product if a physical surface defect, finish mismatch, or visible damage was apparent before installation commenced. Installation of a product constitutes unconditional acceptance of its physical cosmetic condition.*

### **17.2 Warranty Claim Process**

*To lodge an official inquiry or defect claim, please coordinate directly through your original point of purchase:*

*A.*

*Locate your official tax invoice or digital receipt to verify proof of purchase.*

B.

*Complete the Melbourne Building Products Warranty Request Form in its entirety, including the name and license details of the installing plumber/tradesperson.*

C.

*Provide comprehensive photographic or video documentation of the reported fault. Clear visual evidence is required before an on-site technical inspection or replacement parts allocation can be authorized.*

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## **MANDATORY RETAIL & WARRANTY AMENDMENTS**

*(Applicable In-Store and Online)*

*To ensure absolute alignment with the business operational directives of Melbourne Building Products Pty Ltd, the following adjustments override any conflicting marketing, product sheets, or historical packaging statements, operating to the maximum extent permitted under the ACL:*

### **1. The Standard Warranty Ceiling (The 1-Year Reduction Rule)**

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**The Rule: STANDARD WARRANTY CEILING: THE 1 YEARS REDUCTION RULES WITH NO LABOUR COST COVERAGE.** *To the maximum extent permitted by law, this 1-year reduction rule applies across all standard product categories*

and overrides any external representations. This warranty tier is strictly for **Parts and Product Replacement Only**. Melbourne Building Products Pty Ltd carries **Zero (0) Labor Coverage** for these lines. Under no circumstances will the business pay for third-party plumbing call-out fees, electrical installation bills, or construction modification costs. The logistics, installation, and associated trade fees remain the sole financial responsibility of the consumer.

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## 2. Premium Product Classifications

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**The Rule:** Where an item is explicitly categorized and sold under our **Premium Product Tier**, the item carries a **2 - Year**

**Voluntary Replacement Parts Warranty** from the original invoice date.

**Exclusive 1-Year Labor Provision:** Melbourne Building Products Pty Ltd will provide a **1-Year Labor Warranty** strictly limited to the first 12 months from the purchase date.

**Mandatory In-House Trade Requirement:** To the extent permitted by law, any approved warranty labor during this initial 12-month window must be executed exclusively by a Melbourne Building Products Pty Ltd authorized trade technician. We completely exclude, and will not pay for or reimburse, independent third-party plumbing or electrical invoices contracted directly by the customer. If the customer

refuses access to our authorized trade network, our voluntary labor obligations are instantly voided.

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## EXPRESS DELIVERY & LOGISTICS POLICY

### 1. Express Third-Party Freight Services

Melbourne Building Products Pty Ltd does not offer complimentary express shipping. Where express transit is requested or selected by the customer, fulfillment is facilitated strictly via our premium **3rd Party Freight Carriers** at the customer's expense.

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**Fulfillment Guidelines:** Express shipping options are available for online orders subject to carrier capacity, dimension constraints, and weight restrictions.

**Estimated Express Windows:** Delivery time estimates provided on our website are operational guidelines only. Actual transit times can fluctuate based on supply chain conditions and carrier volume. The standard timeframes for express road or air freight are:

**Metropolitan Locations:**

Allow a minimum of 4 to 7 business days from the date of formal warehouse dispatch.

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**Regional & Interstate Locations (including WA, QLD, and NT):**

Allow 10 to 20 business days for express transit, varying based on the exact road distance between our dispatch facility and your specified destination.

**2. Unattended Deliveries & Depot Holds**

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**Signature Requirements:** To prevent theft, environmental exposure, or loss of premium building materials, all express 3rd party freight shipments require a physical signature upon arrival.

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**Failed Delivery Redirection:** If an authorized or able-bodied person is not present to receive and sign for your online order during the carrier's delivery window, the 3rd party freight company reserves the right to abort the drop-off and redirect your shipment to their nearest commercial holding depot.

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**Customer Accountability:** To avoid project delays and potential warehouse storage fees, customers must closely

monitor their delivery notification emails and ensure an authorized person is on-site to accept the order.

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### 3. Third-Party Tracking & Logistics Support

To track, manage, or query your active express shipment while it is in the possession of our 3rd party logistics network, please contact the freight management portal directly:

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**Phone Support:** Call 1300 929 669

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**Email Inquiries:** [info@kiscorporate.com.au](mailto:info@kiscorporate.com.au)

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**Live Digital Chat:** Access real-time support via the live chat feature at [www.kiscorporate.com.au](http://www.kiscorporate.com.au)

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## 18. Definitions & Interpretations

The following legal definitions apply to these entire combined corporate terms:

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**Big & Bulky Goods:** Heavy building materials, baths, vanities, structural framing, stone, or large plumbing fixtures for which extra physical handling, mechanical sorting, or heavy freight vehicle logistics are required for transport.

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**Business Day:** Means a weekday in which trading banks are open for standard commercial banking operations in Melbourne, Victoria, Australia.

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**Click & Collect:** Our specialized fulfillment service permitting customers to complete transactions online and collect the physical items directly from an authorized Melbourne Building Products brick-and-mortar storefront or warehouse outlet.

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**Delivery Address:** The precise structural location, building site, or domestic address specified on your digital or physical order receipt where items are to be dropped off.

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**Delivery Agent:** Third-party logistics corporations, courier services, line-haul freight networks, or shipping companies contracted by Us to move goods.

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**Delivery Fee:** The calculated logistical cost required to fulfill the shipping of Goods to your site, completely incorporating GST parameters where applicable.

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**Insurance:** The compulsory 10% premium transit fee calculated at checkout on all mirrored and glass-containing items to protect against physical logistics breakages.

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**Goods:** The structural bathroom, kitchen, hardware, or construction products offered for retail or trade sale on the Site or through our In-Store ordering networks.

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**GST:** Has the definition outlined in *A New Tax System (Goods and Services Tax) Act 1999 (Cth)*.

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**In-Store Order:** An order officially raised on your behalf by a sales consultant inside a physical Melbourne Building Products commercial premises, active only when completely paid for by the customer on-site.

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**Law:** Any written act, regulation, statutory determination, council ordinance, building regulation, or custom validated and enforced by judicial tribunals or government departments within the Commonwealth of Australia.

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**Account:** Your authenticated customer or trade dashboard profile established on [melbournebuildingproducts.com.au](http://melbournebuildingproducts.com.au) through which orders can be tracked and managed.

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**Melbourne Building Products:** Refers explicitly to Melbourne Building Products Pty Ltd.

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**Order:** A formal digital or physical transaction submission by you to purchase individual Goods from our company under these binding Terms.

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**Personal Information:** Has the exact structural meaning given in the Privacy Act 1988 (Cth).

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**Price:** The net purchase amount of each item as detailed on the Website, trade invoice, or in-store order receipt.

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**Privacy Policy:** The Melbourne Building Products corporate data handling rules accessible under the structural frameworks of Section 10.

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**Returns Policy:** The regulatory framework through which refunds and minor/major failure assessments are executed by our company.

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