

COMPREHENSIVE PRODUCT WARRANTY & COMPLIANCE POLICY

1. STATUTORY FRAMEWORK & CONSUMER GUARANTEES (ACL ALIGNMENT)

1.1 Mandatory Australian Consumer Law (ACL) Statutory Statement

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.

1.2 Boundary of Voluntary & Extended Warranties vs. Non-Excludable Rights

The standard contractual warranties and Extended Voluntary Warranties (collectively referred to as "Voluntary Warranties") set forth by Melbourne Building Products Pty Ltd (hereinafter referred to as "the Company") operate entirely as separate, supplementary commercial guarantees. They apply strictly in addition to, and do not intend to modify, exclude, or restrict, any non-excludable statutory rights available to consumers under the Competition and Consumer Act 2010 (Cth).

*Outside of a verified statutory **Major Failure**, any remedy, part allocation, or component support provided under the Company's standard or extended coverage windows shall be governed strictly by these corporate terms, operational exclusions, and liability limitations.*

1.3 Statutory Remedy Classifications & Corporate Discretion

Where a product supplied by the Company is verified by an authorized internal technical assessment to carry an inherent manufacturing defect, the classification of the fault and subsequent remedy protocol shall align defensively with the following parameters:

Major Faults (Statutory Definition): *If a defect constitutes a verified major failure under the ACL framework, the customer may elect to receive an exact replacement product (subject to inventory availability), a store account credit, or a refund applied exclusively to the original payment channel.*

Minor Faults: *If the defect is determined to be a minor failure capable of being rectified within a reasonable timeframe, the Company reserves the absolute, exclusive right to determine the exact method of remediation. The Company may choose to provide a replacement component part, execute a localized component fix, or issue a store account credit. Refunds for minor defects are strictly barred and remain at the absolute, non-appealable discretion of the Company.*

2. UNIVERSAL INSTALLATION & OPERATIONAL CONSTRAINTS

To protect and preserve entitlement to any voluntary standard or extended manufacturing warranties, all products supplied by the Company must be handled, stored, installed, and operated strictly within the following structural industry criteria. Non-compliance with any single provision enumerated below shall immediately, completely, and permanently void all Voluntary Warranties:

2.1 Licensed Trades Installation Mandate

All plumbing, electrical, gas-fitting, glazing, and structural items must be installed strictly by an independent, fully qualified, licensed, and registered Australian tradesperson. The trade professional must possess valid, active state-issued licensing credentials relevant to the installation site. All works must be performed in strict accordance with the current versions of:

Australian Standards (AS/NZS Series);

The National Construction Code (NCC); and

Relevant local municipal or building services authority regulations.

Mandatory Proof Requirement: Written, verifiable certification of compliance or a valid receipt/invoice

from the licensed installer detailing their license registration number must be retained by the customer as a condition precedent to any warranty claim.

2.2 Cabinetry and Water Resistance Operational Limitations

*While bathroom and kitchen cabinetry distributed by the Company is engineered using high-quality moisture-resistant and water-resistant materials, the customer acknowledges that these items are **not waterproof**. Contractual warranty coverage completely excludes any structural warping, swelling, joint separation, bubbling, or delamination resulting from:*

Prolonged pooling, standing, or stagnation of water;

Undetected leaking or sweating of internal plumbing supply lines;

Inadequate room ventilation, lack of active extraction fans, or ambient humidity spikes; or

Improper, incomplete, or deteriorating perimeter silicone sealing.

2.3 Plumbing System Constraints (500 kPa Static Pressure Cap)

Isolation Valves: Approved isolation valves must be installed concurrently with all specialized tapware, mixers, and flushing assemblies.

Pressure-Limiting Protection: Operating water pressure must be controlled using an inline pressure-limiting valve on properties where the main line supply pressure exceeds Australian statutory limits (500 kPa). Failure to install a pressure-limiting valve where input pressure exceeds 500 kPa voids all parts warranties across all connected fixtures.

Thermal Ceilings: Operating water temperatures must not exceed Australian statutory limits under any operational state.

2.4 Glass Handling, Mechanical Stress & Exclusions

All glass structures, shower panels, and mirrored surfaces must be unboxed, handled, and installed exclusively by a licensed glazier utilizing professional glass-handling tools and appropriate Personal Protective Equipment (PPE). Physical damage—including but not limited to broken, chipped, cracked, scratched, or shattered glass panels—occurring subsequent to successful delivery or counter collection is strictly excluded from all voluntary warranty coverage

tiers. All glass distributed by the Company complies with relevant Australian safety standards prior to ownership transfer.

3. INDUSTRY CERTIFICATIONS & QUALITY COMPLIANCE

Where mandatory statutory frameworks dictate, the Company's inventory is independently laboratory tested and certified compliant with the following Commonwealth regulatory frameworks:

WELS Scheme: Certified compliant with Australian water-efficiency regulations, matching the officially advertised star ratings to lower consumption metrics legally.

WaterMark Certification: Evaluated and approved for lawful connection to Australian water supply, sewerage, plumbing, and drainage infrastructure. It is a strict offense to install non-WaterMarked fixtures to main line assets.

4. COMPREHENSIVE WARRANTY BREAKDOWN & PRODUCT LIFE CYCLES

⚠ STRICT CORPORATE MANDATE: PARTS-ONLY & PRODUCT REPLACEMENT POLICY

To the maximum extent permitted by law, all voluntary standard and extended manufacturing

warranties outlined across this document are provided on a strict, absolute **Parts-Only** or **Product-Replacement** basis.

Melbourne Building Products Pty Ltd does not cover, pay, subsidize, reimburse, or accept financial liability for any plumbing labor, electrical labor, carpentry labor, trade call-out fees, administrative travel expenses, or secondary construction costs required to swap over, service, or install a product or component part. This strict exclusion applies universally across all standard and premium product tiers, as well as any extended warranty periods, without exception. The customer assumes full and sole financial responsibility for sourcing and paying the independent trade labor required for replacement.

4.1 Tapware & Mixers

All tapware and mixing units distributed by the Company are strictly classified under two distinct, non-transferable structural tiers:

Contractual Feature	STANDARD WARRANTY TIER(Default Classification)	PREMIUM WARRANTY TIER(Designated Premium Ranges Only)
Voluntary Coverage Window	1-Year from original tax invoice date.	3-Years from original tax invoice date.

<p>Contractual Feature</p>	<p>STANDARD WARRANTY TIER(Default Classification)</p>	<p>PREMIUM WARRANTY TIER(Designated Premium Ranges Only)</p>
<p>Product Eligibility Criteria</p>	<p>Applies to standard kitchen mixers, multi-piece tapware sets, and auxiliary tap fittings.</p>	<p>CRITICAL MANDATE: Item must be explicitly categorized under our official "Premium Products" catalog line at check-out. Standard items are permanently barred from this tier.</p>
<p>Component Coverage Scope</p>	<p>Covers replacement of the mixer body casting, internal components, or mechanical structural flaws.</p>	<p>Covers replacement of the mixer body casting, internal ceramic disc cartridges, or mechanical components against structural failure or casting leaks.</p>
<p>Wear & Tear Indemnity</p>	<p>Strictly Excluded. Zero coverage for surface scratches, daily scuffs, or cosmetic degradation.</p>	<p>Strictly Excluded. Zero coverage for superficial surface scratches, finish fading, or daily operational wear.</p>
<p>Labor Allocation Protocol</p>	<p>Zero (0) Labor Coverage. Strict Parts-Only framework.</p>	<p>Zero (0) Labor Coverage. Strict Parts-Only framework.</p>

<i>Contractual Feature</i>	<i>STANDARD WARRANTY TIER(Default Classification)</i>	<i>PREMIUM WARRANTY TIER(Designated Premium Ranges Only)</i>
<i>Third-Party Trade Billing</i>	<i>Not Covered. Independent trade invoices are rejected instantly.</i>	<i>Not Covered. Independent trade invoices are rejected instantly.</i>

Premium Pull-Out Sink Mixers & Premium Mixers (Premium Product Tier): Subject to the strict product cataloging rule above, the Company warrants these premium fixtures against manufacturing leaks, casting splits, and internal cartridge failures for a period of 3 years (Parts Only; Zero Labor Coverage).

Standard Kitchen Mixers & Tapware Sets (Standard Product Tier): This tier encompasses all standard kitchen mixers, multi-piece assemblies, three-piece sets, wall sets, or basin sets. Jumper valves, ceramic disc spindles, the mixer body, auxiliary components, decorative trims, flanges, and internal seals carry a strict 1-year parts-only policy from the original tax invoice date.

4.2 Basins & Vanity Tops

Standard Accessories & Fittings: Voluntary Warranty Period: **1-Year Replacement Product or Parts.** Covers structural flaws or manufacturing degradation. Does not cover superficial surface scratches, finish tarnishing from abrasive chemical cleansers, or standard operational wear and tear.

Solid Surface Basins & Vanity Tops: Voluntary Warranty Period: **1-Year Replacement Product.** Covers inherent material cracking, structural splitting, or casting defects identified within 1 year of the original invoice date. This warranty strictly excludes surface chips, localized impacts, thermal shock fractures, or chemical discoloration occurring post-delivery. Items must be thoroughly inspected before installation; the Company will not cover trade fees or structural costs to remove, rip out, or reinstall a joined vanity top under any circumstances.

Concrete Basins: Voluntary Warranty Period: **1-Year Replacement Product.** Covers structural flaws, manufacturing imperfections, or inherent casting defects surfacing within 1 year.

Aesthetic & Material Disclaimer: Due to the organic nature of raw building materials, concrete products naturally feature minor surface pitting, micro air bubbles, and tonal variations. These characteristics are organic aesthetic markers and are not legally classified

as manufacturing defects. Excludes impact cracks, chips, and surface staining caused by acidic, dye-heavy, or harsh chemical cleaners.

4.3 Baths & Spa Tubs

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Standard Baths (Bath Shell): Voluntary Warranty Period: **1-Year Replacement Product.** Covers the structural integrity of the bath shell against inherent cracking, material splitting, or manufacturing degradation identified within 1 year of the invoice date. This warranty strictly excludes surface chips, scratches, impact damage, or discoloration caused by abrasive chemical cleaners post-delivery. Units must be thoroughly inspected before installation; the Company will not cover trade call-out fees or construction costs to remove or replace an installed bath shell.

Spa Tubs (Electrical Components): Voluntary Warranty Period: **1-Year Replacement for Electrical Parts.** Covers the replacement of faulty electrical components, pumps, jets, or internal wiring elements due to verified manufacturing defects. This electrical warranty is strictly conditional upon the product being installed and connected by a licensed electrician and a licensed plumber.

4.4 Showers & Shower Outlets

Regular In-Wall Shower Mixers (Standard Product):

Voluntary Warranty Period: 1-Year Replacement Parts Only; Zero (0) Labor Coverage. Covers the replacement of the mixer body, ceramic disc cartridge, or internal mechanical components against casting failure or structural leaks for up to 1 year from the original tax invoice date.

Premium In-Wall Shower Mixers (Premium Product Tier):

Voluntary Warranty Period: 5-Year Replacement Parts Only; Zero (0) Labor Coverage. 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.

Stainless Steel / Brass Shower Heads & Hand Showers: 1-Year Replacement Product or Parts.

Shower Outlet Fittings (Wall Arms, Droppers, Elbows, Rails): 1-Year Replacement Product or Parts.

Shower Heads & Hand Showers (ABS Componentry): 1-Year Replacement Product or Parts.

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Accessories & Spare Parts: 1-Year Replacement Product or Parts.

Flexible Hoses: 1-Year Replacement Parts. Exclusions: This warranty strictly excludes kinks, twists, or burst lines caused by water pressure spikes exceeding maximum Australian plumbing standards (500 kPa). Line strainers and pressure-limiting valves must be utilized where main line pressure exceeds statutory maximums.

4.5 Toilets & Flushing Systems

Ceramic Toilet Pans (Wall Faced, Floor Pans, & Wall Hung Pans): Voluntary Warranty Period: 1-Year Replacement Product or Parts. Covers the structural integrity of the ceramic pan against manufacturing cracks or glazing defects for up to 1 year.

Explicit Component Exclusions: This 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: 1-Year Replacement Product. Covers the structural integrity of the tank housing and the cosmetic finish of the mechanical push plates.

Valves, Internal Cistern Mechanisms, Accessories & Parts:
Voluntary Warranty Period: 1-Year Replacement Parts Only; Zero (0) Labor Coverage. Covers the replacement of faulty inlet/outlet valves, flushing mechanisms, and internal cistern componentry against manufacturing defects within the first 12 months from the original tax invoice date.

Soft-Close Toilet Seats: 1-Year Replacement Parts. Exclusions apply for physical breakage, seat yellowing due to chemical cleansers, or hinges forced down manually.

4.6 Finishing Touches & Hardware

Standard Mirrors & Mirrors with Demister Functions: 1-Year Replacement Product. Covers silvering degradation, edge desilvering, or unexpected backing separation. For demister models, this includes internal heating element failure.

LED Mirrors with Demister Functions: 1-Year Replacement Product. Covers the internal LED strip lighting, integrated transformer units, and demister pad functionality against inherent electronic failure.

Mirrored Cabinets: 1-Year Replacement Product. Covers the structural assembly of the cabinet body, carcass rigidity, and the mechanical functionality of internal soft-close door hinges. Swelling, warping, or delamination caused by continuous

water pooling or inadequate bathroom ventilation is strictly excluded from voluntary coverage.

Heated Towel Ladders: 2-Year Replacement Product or Parts. Electrical connection elements must be integrated by a licensed electrician, or the voluntary warranty will be void.

Floor Grates, Bottle Traps & Wastes: 1-Year Replacement Product or Parts. Casting leaks, thread stripping, or mechanism failure (such as pop-up waste springs) are covered. Surface tarnishing or peeling of electroplated, PVD, or painted finishes caused by abrasive scouring pads or harsh bleach-based tile cleaners is completely excluded.

4.7 Kitchen & Laundry Sinks (Standard Product Tier)

Standard Sinkware: 1-Year Replacement Product. Covers the primary structural integrity of the sink body against manufacturing splits or seam separation.

Granite Sinks: 3-Year Replacement Product. Covers inherent material defects, structural cracking, or unprovoked splitting of the granite composite matrix. Units must be thoroughly inspected for pre-existing chips or hairline transit fractures before installation commences.

*Honey Comb Sink Covers: 1-Year Replacement Product.
Covers structural weld degradation or manufacturing
warping of the honeycomb cover assembly.*

5. EXTENDED VOLUNTARY WARRANTY TERMS & CONDITIONS

This section outlines the specific rules governing products that have been explicitly granted, purchased, or authorized under an Extended Warranty tier.

5.1 Legal Nature of the Extended Warranty

This Extended Warranty is a commercial guarantee provided exclusively to designated eligible products. It is provided in addition to, and does not substitute, override, or limit, the non-excludable statutory consumer guarantees preserved under the Australian Consumer Law (ACL).

5.2 Extended Scope Limitation: Zero-Labour Mandate

*To the maximum extent permitted by Australian law, all coverage provided under this Extended Warranty tier is executed on an absolute **Parts-Only** or **Product-Replacement** basis.*

The Company's financial obligation under an extended commercial framework is strictly limited to supplying a functional replacement component or equivalent replacement unit free of charge. Under no circumstances whatsoever will Melbourne Building Products Pty Ltd cover, subsidize, pay for, or accept financial liability for any labor expenses, trade invoices, or service bills.

6. STRICT LABOR, REPAIR & THIRD-PARTY COST EXCLUSIONS

⚠ CRITICAL INDEMNITY NOTICE — PLEASE READ CAREFULLY

To the maximum extent permitted by law, all products carry a strict Product and Parts Replacement Only policy. Except where explicitly mandated under the Australian Consumer Law (ACL) for an unrectifiable major failure, Melbourne Building Products Pty Ltd does not cover, pay for, reimburse, or accept financial liability for any third-party plumbing labor, electrical labor, secondary installation costs, removal expenses, re-installation fees, call-out charges, trade service costs, or third-party repair bills under any circumstances whatsoever.

6.1 Scope of Exclusion across Customer Tiers

This absolute commercial exclusion of labor liability covers all product categories and applies across all customer tiers—including retail cash customers, standard Trade Account holders, and licensed Builder Account holders.

6.2 Consequential and Secondary Damage Liabilities

The Company accepts zero liability for auxiliary or consequential costs resulting from a product defect, including structural alterations, tiling modifications, plastering, cabinetry removals, floor restorations, or business interruption losses suffered by contractors or property owners, except where explicitly required under the ACL for a major failure.

7. GENERAL OPERATIONAL WARRANTY EXCLUSIONS

To the maximum extent permitted by law, the voluntary and extended manufacturing warranties across all product categories will be rendered instantly void if the defect, failure, or leak arises from any of the following occurrences:

7.1 Normal Wear and Tear / Daily Degradation (Strictly Excluded)

Any cosmetic or operational deterioration resulting from standard everyday use is strictly excluded from all forms of warranty coverage. This includes, but is not limited to: surface scratching, scuffs, swirl marks, finish fading, tarnish, or minor surface abrasions occurring on metals, stainless steel, granite composite, specialized finishes, or protective covers through regular daily operation. Voluntary and Extended Warranties protect exclusively against inherent structural manufacturing defects, not standard aged wear and tear.

7.2 Debris Damage (Failure to Flush Water Lines)

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. Plumbers must thoroughly flush all supply lines prior to connecting fixtures.

6.3 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. 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.

7.4 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.

8. MANDATORY COMPLIANCE & CLAIM LODGEMENT

8.1 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.

Strict Protective Directive: Installation of a product constitutes complete, unconditional acceptance of its physical cosmetic condition. Obvious visual defects or finish scratches reported after installation has taken place are not covered by this voluntary warranty.

8.2 Warranty & Extended Warranty Claim Process

To lodge an official inquiry or defect claim under either a standard or extended voluntary warranty framework, the customer must submit the following items via email to our corporate claim desk at melbournebuildingproducts@gmail.com:

Proof of Purchase: A clean, unaltered copy of the original Melbourne Building Products Pty Ltd Tax Invoice or digital receipt to verify proof of purchase.

Licensed Tradesperson Certification: A fully completed Melbourne Building Products Warranty Request Form, explicitly providing the full legal name, business trade name, and active state-issued license registration number of the qualified tradesperson who performed the installation.

Evidentiary Documentation: Comprehensive photographic and high-definition video documentation detailing the precise nature of the reported fault or operational failure. Clear visual evidence is required before replacement parts allocation or remedies can be evaluated.

8.3 On-Site Inspection Rights

The Company reserves the right to request a physical inspection of any installed item at the project site by an authorized Company representative or independent inspector prior to approving any

product remedies. If access is refused by the customer, builder, or property owner, the voluntary standard or extended warranty claim is void.