



WARRANTY

Freestyle Composites Australia Pty Ltd (Freestyle) produces Ceramacast Bath Surrounds distributed in Australia by Bathe Pty Ltd (Bathe).

Freestyle warrants that Ceramacast Bath Surrounds, supplied in Australia by an authorised Bathe supplier, will be free from defects in materials and workmanship for 10 years from the date of original purchase.

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 for 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 warranty applies to any manufacturing defect or design fault, Freestyle – at its discretion - will either rectify any defect or fault by repairing or replacing the product or part, including meeting labour costs as required.

Note – this warranty excludes colour fade. Over time, most colours will fade or lose their intensity to a varying degree due to environmental factors such as ultra violet degradation. Sunlight and ultraviolet radiation fading can particularly occur where the painted surface is exposed to high levels of sunlight over an extended period.

Conditions: The warranty applies to purchases in Australia and applies only to use in Australia for normal residential domestic purposes. Proof of purchase is required e.g., the original invoice. The warranty period applies from date of purchase with a 10 year maximum warranty period regardless of any interim rectification. The warranty is personal to the first end user and is not transferable.

Products and parts must be installed and used according to Bathe's Assembly Instructions. The warranty does not apply if damage or fault occurs during installation. Ceramacast Surround is not made to support the bath i.e., the Leg System supports the bath itself.

Cleaners with scouring additives must not be used.

Unapproved product modifications will void the warranty. Freestyle shall not have any responsibility hereunder with respect to its products which have been repaired or altered by others without prior written consent. Using other means and methods immediately forfeits the product warranty. The warranty does not apply to products and parts deliberately or accidentally damaged or otherwise misused.

The warranty applies only if Bathe and/or Freestyle are notified in writing within two (2) days of damage occurring. Freestyle will repair or replace the defective area at no cost to the distributor. Replacement or repaired Ceramacast Surrounds will be delivered to Bathe depending on Freestyle's schedule. Be advised that the work time period may vary as Freestyle manages the materials, equipment, labour and weather. The remedy stated herein is an exclusive remedy for any warranty.

How to make a warranty claim

To make a warranty claim, complete a Technical Service Request available as a pdf download from www.bathe.net.au and forward with proof of purchase to Bathe. Freestyle reserves the right to determine any issue or uncertainty in connection with the warranty.

The Warranty is given by Freestyle Composites Australia Pty Ltd.

CONTACTS

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Freestyle Composites Australia Pty Ltd

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