

## After Sales Service Request

Fields marked with \* are required

Please fill in as much information as possible, return with photos of the faulty product and proof of purchase (invoice) to [aftersales@parisi.com.au](mailto:aftersales@parisi.com.au)

**PLEASE SEE NEXT PAGE FOR IMPORTANT WARRANTY INFORMATION**

**Date** \_\_\_\_\_

### Product Details

\*Product Name \_\_\_\_\_

\*Product Code \_\_\_\_\_ \*Quantity \_\_\_\_\_

Invoice Number \_\_\_\_\_ \*Date of Invoice \_\_\_\_\_

\*Problem / Fault \_\_\_\_\_  
\_\_\_\_\_

### Customer Details (Installation Address and place of Purchase)

\*Client Name \_\_\_\_\_

\*Address \_\_\_\_\_  
\_\_\_\_\_

\*Phone \_\_\_\_\_

Email \_\_\_\_\_

\*Store of Purchase \_\_\_\_\_

\*Branch/Suburb \_\_\_\_\_

Salesperson Name \_\_\_\_\_

### Installer Details (Builder or Plumber who installed the product)

Contact Name /  
Business Name \_\_\_\_\_

Phone \_\_\_\_\_

Email \_\_\_\_\_

License # \_\_\_\_\_

Internal Use Only: Service Details

Job #: \_\_\_\_\_

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## Warranty Policy

### TOILET AND BASIN WARRANTY

- 10 Year Warranty on materials and workmanship (Parts & Labour)
- 12 Month Warranty on Internal Parts, Toilet Seat & Seat Hinges (Parts & Labour)
- 12 Month Warranty on Button Sets and Overflow Covers (Parts Only)

### BATH WARRANTY

- 25 Year Warranty on Stonetec Baths (2 years parts & labour, further 23 years parts only)
- 25 Year Warranty on Lucite® Acrylic Baths (2 years parts & labour, further 23 years parts only)
- 15 Year Warranty on Porcelain Enameled Baths (2 years parts & labour, further 13 years parts only)
- 15 Year Warranty on Hoesch Baths (2 years parts & labour, further 13 years parts only)
- 10 Year Warranty on Parisi Acrylic Baths (2 years parts & labour, further 8 years parts only)

### TAPWARE WARRANTY

- 15 Year Warranty on Ceramic Disc Cartridges, provided pressure does not exceed 500kpa (5 years parts & labour, further 10 years parts only)
- 15 Year Warranty on Chrome-plated and PVD Finish
- 10 Year Warranty on Newform Exclusive Metals Finish
- 5 Year Warranty on Electroplated Finish
- 12 Month Warranty on Kitchen Mixer Pull-out Sprays and Hoses for Sprays (retractable or moveable parts) (Parts only)

### SHOWER WARRANTY

- 15 Year Warranty on Fixed Shower Heads (5 years parts & labour, further 10 years parts only)
- 15 Year Warranty on Chrome-plated and PVD Finish
- 10 Year Warranty on Newform Exclusive Metals Finish
- 5 Year Warranty on Electroplated Finish
- 12 Month Warranty on Handshowers, Hoses and Sliders (retractable or moveable parts) (Parts only)

### ACCESSORIES WARRANTY

- 15 Year Warranty on Accessories (Parts only)
- 10 Year Warranty on Bottle traps (Parts only)
- 15 Year Warranty on Chrome-plated and PVD Finish
- 10 Year Warranty on Newform Exclusive Metals Finish
- 5 Year Warranty on Electroplated Finish
- 12 Month Warranty on Retractable or moveable parts, Plug & Wastes and Mirrors (Parts Only)

### CONCEALED CISTERNS & PUSH PLATES WARRANTY

- 15 Year Warranty on Concealed Cisterns (3 Years parts & Labour, further 12 Years Parts only)
- 12 month Warranty on push plates (Parts only)

### STAINLESS STEEL SINKS WARRANTY

- 25 Year Warranty on Sinks
- 12 Month Warranty on moveable parts, Waste

### DOORWARE WARRANTY

- 5 Year Warranty on Manufacturing
- Please Note - some conditions apply

### BATHROOM FURNITURE

- 10 Year Warranty on all Cabinetry
- 10 Year Warranty on Door and Drawer functions
- 10 Year Warranty on Resin Polymarble
- 10 Year Warranty on Solid Surface Tops and Basins
- 10 Year Warranty on Ceramic Tops and Basins
- 12 Month Warranty on all Mirrors & Mirrors on Cabinets (Warranty will be voided if Mirror Care & Maintenance is not adhered to)
- 12 Month Warranty on Natural Marble Tops and Basins (Warranty will be voided if Marble Care & Maintenance is not adhered to)
- 12 Month Warranty on Mirror Lighting (Drivers, LED Strip, Clock, De-fogger function)
- 12 Month Warranty on Plug & Wastes (Parts Only)

The above warranty policy refers to residential installations only.  
For commercial applications, please contact [aftersales@parisi.com.au](mailto:aftersales@parisi.com.au)

## Important Information

All valid warranty claims will be covered and rectified by the PARISI service plumber or installer. Where the product is not defective but has been installed incorrectly, the PARISI warranty against defects will not be applicable.

Costs associated with issues arising solely due to incorrect installation are the responsibility of the end user. PARISI will invoice the customer a callout fee of \$ 90 + GST and \$ 45 plus GST per half hour labour charge when a warranty claim is not valid.

Our goods come with guarantees that cannot be excluded under the Australia 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.