



Raymor

25 YEAR TAPWARE WARRANTY TERMS & CONDITIONS

As of the 1st April 2015, we are pleased to offer a new warranty on Raymor Tapware of 25 years.

Warranty

Crane Distribution NZ Ltd warrants that Raymor tapware products will for a period of 25 years from the date of purchase be free from defects in workmanship or materials. Raymor product is available through Mico and PlaceMakers stores.

The following products are excluded from the Raymor 25 year warranty period, alternative warranty limits on these excluded products applies as follows:

1. Raymor Domestic
 - a. 7 years on slide shower range
 - b. 1 year on all replacement parts (including but not limited to washers, "O" rings and other seals)

2. Raymor Commercial
 - a. 5 years on tapware
 - b. 2 years on slide shower range
 - c. 1 year on all replacement parts (including but not limited to washers, "O" rings and other seals)

Any product purchased before 1st April 2015 the following warranty period will apply:

1. Raymor Domestic
 - a. 5 years on ceramic disc
 - b. 3 months on o-rings and jumper valves
 - c. 12 months on manufactured components

2. Raymor Commercial
 - a. 6 months on ceramic disc
 - b. 3 months on o-rings and jumper valves
 - c. 3 months on manufactured components

This warranty is subject to the storage, installation and maintenance requirements and the other warranty conditions set out below.

Nothing in this warranty shall exclude or modify any legal rights a customer may have under the Consumer Guarantees Act 1993 or otherwise which cannot be excluded or modified by law.

To Make a Claim

Please contact your local Mico and Placemakers store in accordance with this warranty terms and conditions.

Product Installation and Maintenance

This warranty is subject to the product being installed by a certified plumber in accordance with the relevant NZ building code and plumbing standards of practice maintained in accordance with the manufacturer's instructions and any other stated recommendation for that particular product.

Product is to be used for normal domestic use only and within recommended water temperature and water pressure levels as per individual product installation instruction. For commercial warranty terms please see below.

Product must not contain or be subjected to any debris (in-line filters must be installed).

Warranty Cover

In the event of a valid defect claim under this warranty Crane Distribution NZ Ltd will, at its sole option, do one of the following: (a) supply replacement product (or current equivalent); (b) repair or rectify the defective product; (c) pay for the cost of supplying a replacement of the defective product; or (d) provide a refund of the purchase price of the defective product. Crane Distribution will not be liable for any losses or damages arising as a result of a breach of warranty or the defective product, other than as set out in this paragraph.

Warranty Limits and Exclusions

This warranty is subject to the following conditions:

1. This warranty only applies where the product is supplied used or installed in New Zealand.
2. This warranty is for the original end purchaser and is not transferable.
3. This warranty will be invalidated where any claim results from a failure to comply with any NZ regulation or standard which governs water supply including but not limited to the Health Act and any other sewerage plumbing requirements for installation.
4. This warranty will be invalidated if the product has been tampered with repaired in any way; or the serial tag or number removed.
5. This warranty will be invalidated if harsh detergents or abrasive detergents used. Tapware should only be cleaned with a mild detergent, water and a soft damp cloth.
6. A person claiming under this warranty must provide written proof of purchase and make a written claim either within 30 days of the issue first appearing or after the defect would have become reasonably apparent or, if the defect was reasonably apparent prior to installation, then the claim must be made prior to installation. Defective product (prior to installation) needs to be returned to your local Mico or PlaceMakers store at your cost which cost may be refunded if product found to be defective or if product already installed, an onsite visit arranged.
7. This warranty does not apply where the product has been installed, used, modified or maintained in any manner not in accordance with the conditions of this warranty and the recommendations set by the manufacturer.
8. This warranty does not apply to normal wear or tear that could be expected of the product given its age and condition.
9. This warranty does not apply to or damage caused by accident, misuse, abuse, fire, earthquake, or other external cause outside of Crane Distribution NZ Ltd's reasonable control.
10. This warranty does not apply to any damage suffered during delivery (except where Mico or PlaceMakers has agreed to be responsible for delivery).
11. In the event of a breach of this warranty Crane Distribution NZ Ltd will not be liable in contract, tort, equity or for breach of any statute (to the fullest extent permitted by law) for any indirect losses or consequential damages of any kind, or for loss of profits, loss of use, labour charges, incorrect installation, or remediation costs over and above the express Warranty Cover provision.
12. All warranties, conditions, liabilities and obligations other than those specified in this warranty are excluded to the fullest extent permitted by law.