

WARRANTY INFORMATION



Need To Make A Warranty Claim?

1. Contact the store you purchased the item from.
2. Make sure you have all known information on the product ie. Model, finish and nature of the problem.
3. Provide proof of purchase ie. Receipt
4. Make an arrangement with the store that you purchased the item through to have one of Jamie.J Tapware & Accessories representatives inspect the product. The agent will either inspect the item at the location you purchased it from or where the product has been installed.
5. You must have proof that the item was installed by a **licensed plumber**.
6. Make sure you provide your details ie. Name, address and best contact phone number.

Commercial Use

Commercial use refers to items that are used in areas other than domestic residential purposes.

For example; schools, public buildings, hotels and hospitals.

NOTE: Chipping of painted surfaces during or after installation is not a warranty issue.

Warranty Exclusions

- Any defect or damage caused to the item as a result of misuse, abuse or neglect, accidental damage, improper installation by a non-licensed plumber or the fitting of other devices to the inlet/outlet of product.
- Harsh detergents or abrasive cleaners used on product finishes.
- Products have not been installed in compliance with the manufacturer's installation instructions.
- If changes have been made to the product that have not been approved by Jamie.J Tapware and Accessories.
- Any defects, injury or harm caused by the product being installed not to the standards of any applicable national, state or local standards or regulatory requirements.
- Proof of purchase hasn't been provided.
- Defect or damage caused by water pressure that exceeds 350 to 500Kpa.
AS/NZS 3500.1-20034

"We thank you for purchasing our product and hope that you are fully satisfied with your selection"

Jamie.J_x

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Jamie.J Tapware & Accessories, a division of
Architectural Designer Products

FAST TRACK
YOUR WARRANTY
ENQUIRY:

warranty@jamiej.com.au

WARRANTY:
Cartridge – 15 years
Body – 7 years
Commercial use – 1 year

Jamie.
TAPWARE & ACCESSORIES
