

## MARMORIN WARRANTY

Franklin's warrant Marmorin basins and baths against any manufacturing fault for a period of **5 years** (normal wear and tear excluded) from date of purchase.

The purchaser is obliged to read and observe the warranty conditions as well as installation instructions and the cleaning and maintenance guidelines for the product.

Before installation the product should be inspected. In case of noticing any damage the product should not be installed and the damage must be reported straight away to Franklin's.

The warranty covers hidden defects of the material such as deformations created during the production process.

Franklin's will not reimburse the purchaser, and the warranty clause does not apply where any damage or fault is occasioned by any of the following:

1. **Improper installation (assembly) of the product.**
2. **Mechanical damage not caused by Franklin's, also during transport.**
3. Defects resulting from wrong usage which is not compliant with the instruction and intended use.
4. Damage to the external surfaces of the product which existed during the purchase and was not reported to Franklin's at time of inspection.
5. Damage resulting from improper cleaning and maintenance of the product which is against the instruction and the intended use.
6. Unauthorised modifications.
7. The product has been used for a purpose other than that of the manufacturers intended application OR the product has been incorrectly specified and/or installed into an application by those other than Marmorin's or Franklin's.

**PROOF OF PURCHASE** by the customer from distributor. Where no documentary evidence exists to support such proof Franklin's undertakes no responsibility to reimburse any repair or exchange of products under warranty.

### MINOR RECTIFICATION

In the case of certain accessible visible component parts requiring minor rectification under warranty, Franklin's reserves the right to supply replacements for those parts to the customer. Transport to the customer in such instances will be at Franklin's cost and option. Franklin's specifically reserves the

right to examine the defective part or product for assessment as to whether the fault or damage is a matter for warranty, prior to reimbursing any cost or providing any requested free replacement part. This warranty is transferable – It applies to the product not the purchaser provided proof of purchase details are passed onto the new owner.

The warranty does not cover consequential damage.

The warranty applies to New Zealand only.