

# WARRANTY

ALEX GROUP AUS PTY LTD is made to the highest industry standards and quality, referring to table below for warranty periods.

|                                      |  |
|--------------------------------------|--|
| <b>Smart Toilet &amp; Bidet Seat</b> | <b>24 months</b> replacement product or parts & labour |
| <b>Commercial Use</b>                | <b>12 months</b> replacement product or parts & labour |

## Conditions:

1. Installation is made by a LICENSED plumber.
2. Failure derives from a fault in the quality of the product.
3. Proof of purchase should be provided when making a claim.
4. The product should be installed properly.
5. **This warranty does not cover scratching or normal wear and tear, as these are not manufacturing faults.**

To fullest extent under the law, ALEX GROUP AUS PTY LTD is not liable for damage to any person or property and any indirect consequence or other loss, ALEX GROUP AUS PTY LTD's liability does not include the cost of installation or removal of any product and no warranty will be supplied if damage occurs during or after INSTALLATION or a damaged or incorrect part has been installed. The warranty does not cover the issue by improper installation, accidents, misuse, abuse and negligence, installation or part installation by the purchaser or any person other than a LICENCED plumber, excessive wear and tear, improper care and maintenance, excessive heat damage or harsh detergents or other cleaners used on products, chemical, electrochemical or electrical influences and natural causes.

In case of dispute, Alex Group Aus Pty Ltd reserves the right of final decision on the interpretation of these terms and conditions.