

Sofia  
INTERIORS

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Warranty Document

Effective Date: 1 October 2024  
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## **WARRANTY CONDITIONS**

Sofia Interiors (“Sofia”) provides this warranty to cover defects in materials or workmanship for products purchased in Australia and New Zealand. This warranty applies only to the original purchaser and is non-transferable.

### **The warranty does not cover:**

- Damage due to installation not completed by a licensed tradesperson.
- Damage from misuse, negligence, abnormal use, incorrect maintenance, water pressure exceeding 500kPa, or harsh cleaning products.
- Alterations, repairs, or use of non-approved spare parts not authorised by Sofia.
- Normal wear and tear including scratches, fading, and discoloration.
- Consequential loss or damage caused by faulty installation or limited product access.

## **WARRANTY CLAIMS**

To lodge a claim, please email the following to [support@sofiainteriors.com.au](mailto:support@sofiainteriors.com.au):

- Proof of purchase or handover documentation.
- Description of the issue and photos.
- Contact details.

If the product has not been installed, it may be returned to the place of purchase with proof of purchase. We will assess claims in accordance with consumer laws and arrange repairs or replacements where applicable.

## WARRANTY PERIODS

### Tapware, Showers, Mixers & Accessories:

- 20 years replacement parts or products
- 10 years for tapware cartridge, aerator, and hoses
- 1 year labour
- Finishes:
  - PVD and Chrome: 5 years
  - Other finishes: 10 years

### Basins, Toilets, Baths:

- 20 years replacement parts or product
- 1 year labour
- Excludes inlet/outlet valve washers (Toilets): 1 year

### Toilet Seats & Bidets:

- Toilet Seats: 5 years parts only
- Electronic Bidet Seats: 2 years parts and labour

### Kitchen Sinks, Laundry Tubs (Stainless Steel):

- Lifetime replacement for stainless steel sinks and tubs
- 7 years for PVD finishes
- 1 year labour

### Cabinetry & Timber Vanities:

- Cabinets: 5 years parts, 1 year labour
- Timber Vanities: 10 years parts, 1 year labour
- Timber Tapware Handles: 2 years parts, 1 year labour

### Accessories & Spare Parts:

- 1-year parts only
- Commercial accessories: 5 years parts only

### Thermostatic Mixing Valves:

- 5 years parts, 1 year labour

## **EXCLUSIONS**

This warranty does not apply in the following situations:

- Product damaged prior to installation.
- Installed outside manufacturer's guidelines or without licensed tradespeople.
- Use of cleaning products with harsh chemicals, abrasives, or acids.
- Non-compliance with required maintenance (e.g., cleaning aerators or filters)

## **CONSUMER RIGHTS**

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law or Consumer Guarantees Act 1993 (NZ). You are entitled to a replacement or refund for a major failure and compensation for other reasonably foreseeable loss or damage.

## **CARE INSTRUCTIONS**

Please refer to the Sofia Interiors Care & Maintenance Guide for product-specific care to ensure longevity and preserve your warranty.