

## Warranty Terms & Conditions

Forge Tapware & Accessories		
Product Category	Warranty Provisions	
	Residential	Commercial
Mixers & Tapware	15 Years: Replacement Product or Parts 5 Years: Parts & Labour 5 Years: Finish	15 Years: Replacement Product or Parts 1 Year: Parts & Labour 1 Year: Finish
Showers & Spouts	10 Years: Replacement Product or Parts 5 Years: Parts & Labour 5 Years: Finish	10 Years: Replacement Product or Parts 1 Year: Hose Replacement 1 Year: Finish
Accessories	5 Years: Replacement Product or Parts 5 Years: Finish	5 Years: Replacement Product or Parts 1 Year: Finish

### Under Australian Consumer Law

Under the Australian Consumer Law (ACL), your statutory rights include assurances that goods will be of acceptable quality, fit for purpose, and match their description. These assurances cannot be excluded or modified, ensuring consumers are protected when purchasing products.

Our warranty is provided in addition to, and operates alongside, your rights under the ACL. If a product fails to meet the standards outlined in the ACL, you may be entitled to remedies such as repair, replacement, refund, or compensation for reasonably foreseeable loss or damage. These remedies are determined by the nature of the failure under the ACL. The Forge Plumbing Warranty does not limit or replace your statutory rights. Any claims under the ACL are subject to verification of the defect and compliance with this warranty's terms, including proper installation, use, and maintenance.

This warranty does not cover failures or damage caused by factors outside our control, such as misuse, improper installation, or external events including but not limited to accidents or environmental conditions. Additionally, liability for consequential or indirect losses, such as business interruption or property damage, is expressly excluded to the fullest extent permitted by law.

### Warranty Conditions

This Forge warranty applies only if:

- Products are installed by a licensed plumber (in accordance with AS/NZS 3500)
- Products are installed to relevant National Standards and State Regulations.
- Products are installed in accordance with the instructions provided.
- Water pressures and/or temperatures must not exceed the specified limits outlined in the AS/NZS 3500.
- Isolation stop taps are fitted as stated on manufacturer's installation instructions.
- Failure is due to a fault in the manufacturer of the product.
- The warranty applies only to the original purchaser who provides valid proof of purchase (tax invoice or receipt) that includes the date of purchase.
- The warranty covers defects in materials, quality, or assembly under normal domestic/commercial use.
- Replacement parts inherit the remaining warranty period from the original purchase date.

This Forge warranty shall be void for the following reasons, including but not limited to:

- Incorrect installation (non-licensed plumber, deviation from instructions/standards).
- Exposure to corrosive chemicals, abrasive cleaners/products, or high-pressure/temperature.
- Modifications, non-approved parts (e.g., aerators, filters), or improper maintenance.
- Chemical, electrochemical or electrical influences.
- Pre-existing damage, missing components, or continued use after defect discovery.
- Normal wear and tear (e.g., seals, finishes, scratches from cleaning).
- Isolation valves are missing, or water pressure exceeds 500kPa.

### Spare Parts & Labour

All warranty repairs or replacements require prior written approval from Forge. Claims must first be assessed by the licensed plumber who installed the product. The plumber must attempt to resolve the issue before submitting a warranty claim to Forge. Unauthorised work will void coverage.

Labour costs are covered only if the defect is confirmed as a manufacturing fault and the repair or replacement is carried out by the original installing plumber or another licensed plumber. Forge reserves the right to determine the appropriate repair or replacement method and may reject claims if non-genuine parts are used. Defective spare parts will be replaced at no cost only if the defect arises from manufacturing and the parts were installed per Forge's instructions.

This warranty does not cover labour or parts procured without prior approval, damage caused by third-party repairs, or costs incurred due to delays in claim processing. Licensed plumbers must follow Forge's claim process to ensure a smooth resolution and maintain warranty coverage.

### Domestic Use

This warranty covers defects in materials, construction, or assembly for products used in Domestic Use. Domestic use includes residential or personal accommodation, such as private homes and apartments, as well as non-commercial settings like hotels, motels, and retirement villages, where usage aligns with typical household demands.

If an authorised Forge representative confirms a defect during inspection, Forge will, at its sole discretion, either repair the product using genuine parts or replace it with a comparable model, subject to availability. Any replacement items become the property of Forge. Shipping costs for replacements are covered only if the defect is verified as a manufacturing fault.

This warranty does not cover defects caused by improper installation, maintenance, or use outside normal domestic conditions. It also excludes damage resulting from modifications, accidents, or exposure to corrosive substances, as well as normal wear and tear, such as deterioration of seals and finishes.

### Commercial Use

"Commercial Use" refers to installations in non-residential or high-demand environments, including public buildings (e.g., schools, hospitals), hospitality/retail establishments (e.g., restaurants, hotels), and industrial facilities. This warranty covers manufacturing defects in materials, construction, or assembly, provided the product was installed and maintained by a licensed plumber in accordance with Forge's guidelines and Australian Standards (AS/NZS 3500). Exclusions include defects caused by overuse, environmental stress (e.g., extreme temperatures, chemical exposure), modifications, or incompatible systems.

All warranty claims must be submitted by the licensed plumber who purchased the product. Forge will supply replacement parts or products at no cost if a manufacturing defect is verified. Licensed plumbers must provide documentation (e.g., installation records, maintenance logs, defect photos) and comply with Forge's claim process. Unauthorised repairs or use of non-genuine parts voids coverage.

Forge's liability is strictly limited to the replacement of defective parts or products. We are not responsible for labour, consequential losses (e.g., business downtime, water damage), or failures including but not limited to misuse, improper installation, or environmental factors. Total liability is capped at the product's purchase price. This warranty operates alongside statutory rights under the Australian Consumer Law but does not extend beyond verified manufacturing defects.

### Claim Procedure

While highly unlikely, if you experience any issues with the performance of your Forge products during the warranty period, (refer to the Warranty Coverage Table), follow these steps:

1. Carefully review the installation instructions to ensure everything was installed correctly.
2. In the first instance, contact your installer, as most problems arise from water lines not being properly flushed before installation or fittings not being tightened correctly.
3. If the issue persists, have your proof of purchase ready and reach out to the Forge Service Hotline at **1300 120 100** during business hours, or email [sales@forgeplumbing.com.au](mailto:sales@forgeplumbing.com.au), for troubleshooting assistance or to arrange a service call.

### Care and Maintenance

Clean surfaces using warm soapy water and a soft cloth, avoiding abrasive pads, bleach, ammonia, or acidic cleaners. Regularly clean aerators and flow regulators every six months to prevent blockages. To preserve finishes, wipe them dry after use to minimize water spots and maintain their appearance.



### Contact Details

Forge Plumbing Australia Pty Ltd (ABN 94 622 515 520).  
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**Effective Date:**  
[31/03/2025]  
*This document  
supersedes all prior  
versions.*

**Note:** This warranty is additional to statutory rights under the ACL. Forge reserves the right to amend terms; always refer to the latest version.