

# Warranty & Disclaimer



Retailer 2023

## Overview

Covey Australia dedicates to provide our clients strong supports to the Australian Standard products, services and markets. We choose the finest grade materials for our shower screens, and take strict inspection procedure before we deliver every item to our customers. To give customers confidence in their purchase, Covey Australia will cover the shower screen fittings and glass used in the product to be free under the conditions of product defects itself.

Covey Australia (Covey) offers the following limited warranty on each of its shower enclosure products and hardware. This warranty extends only to the original owner or end-user for personal household use. This limited warranty is not responsible for the removal or reinstallation of a product requiring warranty service. In no event shall the liability of Covey exceed the purchase price of the unit. Failure to follow care and maintenance information on this page may void warranties. This warranty applies to all Covey Australia Shower Screen products.

IMPORTANT:

- Failure to follow care and maintenance information on this page may void all warranties.
- Do not use Blades, metal scrapers, abrasive clothes / sponges or steel wool, abrasive or acid cleaners on any part of your shower screen.
- Do not allow cleaning agents or liquids including water to remain in contact with glass or frames for long periods.

FOR HINGES AND GLASS MOUNTING BRACKETS

- Regular maintenance of your screens hinges and fittings is necessary to keep it functioning smoothly. Every 3–6 months:

- Check that all screws on the hinges and glass mounting brackets are firmly secured; tighten any screws that you find have loosed.
- Clean any dirt build up with warm water and a small amount of dish washing liquid, be sure to rinse well and pat dry with a clean cloth.
- Use a few drops of machine oil to lubricate moving parts of the hinges

CLEANING & CARING YOUR SHOWER SCREEN

- NOTE: Wiping the glass dry with a microfiber cloth and/ or using a squidgy after showering will help limit scum build ups on glass and reduce the need for heavier cleaning.
- When cleaning your shower screen only use products that state they are designed for cleaning shower screens on their label and follow the products instructions for best results.
- Alternatively, an effective cleaner can easily be made by mixing 1 part white vinegar to 10 parts water. Spray or sponge the vinegar mixture on your screens glass, wipe and buff dry with a soft lint free cloth.

Warranty Coverage

This warranty of 5–year guarantee is effective for all transaction that have taken place from the 1st of November 2023. As with a regular use product, effective maintenance is an essential part to prolonging the life of the product and is essential to maintain the rights as stated within this warranty. The care & maintenance instructions of this warranty must be followed to ensure the product will be eligible for any warranty claims. This warranty is non-transferrable and will only cover the original purchaser of the product. The original purchaser must provide a proof of purchase, product certification issued by Covey Australia and Glazier's Licensed installation to the Covey Australia Retailer to facilitate any claims. Covey Australia will NOT take responsible for any DIY (Do It Yourself) installation to our Shower screens.

*SHOWER & BATHTUB SCREENS, SHOWER ENCLOSURES GLASS*

Covey glass is backed by a Limited Lifetime Warranty. Covey warrants the glass of shower doors, bathtub screens and shower enclosures to be free from defects in workmanship and materials under normal residential use for 5 years from the initial date of purchase by the owner/end-user, contractor or builder from an authorized Covey dealer. Warranty for plastic seal strips, sweeps or any other vinyl components shall be limited to 1 year. Covey does not warrant glass for scratches, chips, water spots, breaking or any other damage after installation.

*SHOWER & BATHTUB DOORS, SHOWER ENCLOSURE HARDWARE*

Covey hardware is backed by a Limited Lifetime Warranty. Covey warrants shower door, bath tub door and shower enclosure hardware (i.e. handles, rollers, hinges, profiles, clips, gu ides, brackets and support bars) in all color finish only to be free from defects under normal residential use for two (2) years from the initial date of purchase by the owner/end user, contractor or builder from an authorized

All products have to be installed by professional glazier with glazier license. If installed by non-Authorized installers, waives warranties.

When a new Covey Australia shower screen has been received and there are manufacturer defects in either the workmanship or material, the Covey Australia Retailer that facilitated the installation is to be contacted in the first instance to initiate the warranty claim process within 5–year of the date of delivery, to make a warranty claim, the Purchaser must make contact with the Covey Australia Retailer for below equivalent solutions:

- The replacement of the Products or the supply or equivalent products;
- The repair of the Products;
- The payment of the cost of replacing the Products or of acquiring equivalent products.

Limitations

Damages that are not covered are as follows:

- Events that are outside of control such as fire, acts of God, floods, motor vehicle accident, natural disaster, etc.
- Intentional product damage
- Forced entry and abuse
- Product disassembly
- Failure to upkeep product maintenance
- Improper use of the product.

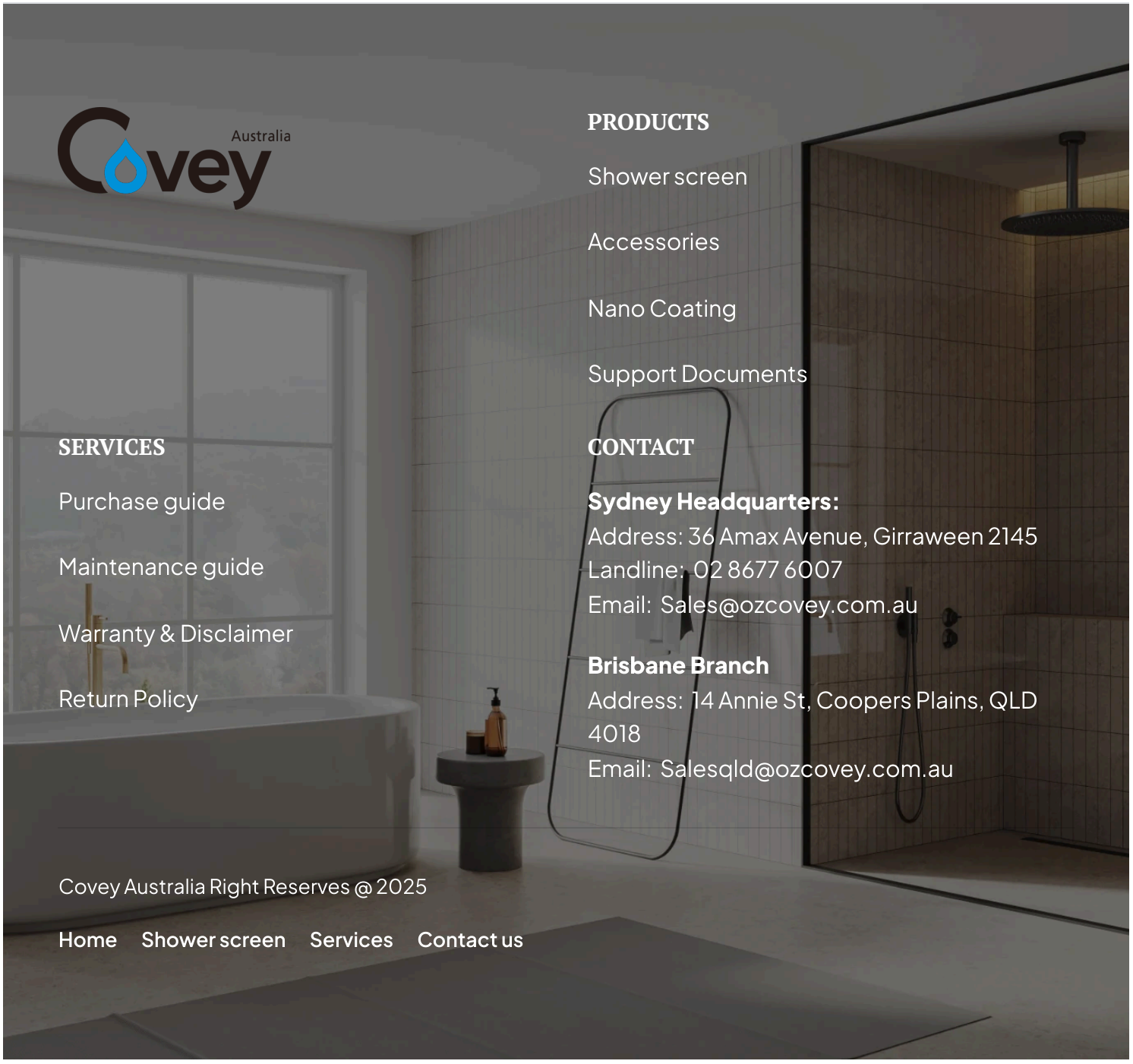
This is to be done within a 7–day period of identifying the fault, detailing a description of the fault with details of how and when this has occurred, provide photos if possible as well as a copy of the proof of purchase & installation provided by the Covey Australia. The Covey Australia Retailer or Covey Australia will assess whether the lodged claim is covered by the 5–year product warranty, then proceed with the claim process if this is the case.

Installation Warranty

For all Covey Australia shower screens, we highly recommend to install by Covey Installer Team with professional installation within Metropolitan Sydney. If installed by Covey Installer Team, please contact Covey Australia to get an installation certification as copy for future's proof of installation. Warranty for workman ship is One Year guarantee. After one year, adjustment or any repairs needed will entail charges according to the repair difficulties and distances.

**Covey Australia Pty Ltd**

Marketing Team



Covey Australia

## PRODUCTS

Shower screen

Accessories

Nano Coating

Support Documents

## SERVICES

Purchase guide

Maintenance guide

Warranty & Disclaimer

Return Policy

## CONTACT

**Sydney Headquarters:**
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Covey Australia Right Reserves @ 2025