OTTI Australia Warranty

SUBMIT A WARRANTY CLAIM Click here to submit your Warranty Claim Form (Breaks:- Please lodge claims for breakages via e mail only.) What This Warranty Covers This warranty applies to faults that occur as a result of the product not being manufactured as intended , and not due to installation practices or product use. Coverage is limited to defects that arise solely from faulty materials or workmanship that were present at the time of manufacture. Covered issues include: Faulty Materials A defect is considered a material fault when the product fails due to an internal material issue that existed at the time of manufacture. Examples include: Cabinet swelling, warping or delamination without water exposure or misuse Cracking or structural failure under normal use Internal component failure (e.g. LED modules, mirror backing, ceramic cartridges) Hardware failure caused by material weakness, not impact or over-tightening Faulty Workmanship A defect is considered a workmanship fault when the issue results from factory assembly or finishing errors. Examples include: Misaligned doors, drawers or panels due to factory assembly Incorrectly fitted hinges, runners, handles or fittings Poor bonding or sealing carried out during manufacture Factory installation errors are causing leaks or functional failure The warranty does not cover damage caused by installation, misuse , impact, water exposure, or normal wear and tear. Where a product failure constitutes a major failure under the Australian Consumer Law, a replacement or refund will be offered. For non-major failures, the product may be repaired or replaced at Otti Australia’s discretion.

What To Do. To ensure a prompt resolution, it is important that you include the following details are important:- Customer Information (End User) Proof of Purchase, including Place and Date of Purchase (Receipt/Invoice) Original Purchase Order Number Include Video/Photos documenting the Warranty Issue Also image of the Batch Number - located on the packaging or a small label on the item. Photos to be included:- Outer packaging, batch label on the packaging, and comprehensive photographs or videos illustrating the issue this is to avoid delays in processing your request. These specific details play a vital role in ensuring the highest level of service quality. If a warranty claim is filed, and our authorised service agent visits the location, conducts an inspection, and determines that the issue arose from incorrect or faulty installation, misuse of the product, or if the conditions specified in our policy render the claim void, or if the warranty period has elapsed, Otti Australia reserves the right to impose a service fee. If Approved, a replacement or refund will be offered for any major failure, upon inspection by an authorised representative. where a product is found to be defective in construction,

material or assembly. Goods may be repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

What It Does Not Cover. The warranty does not apply to other defects which may have arisen as a result of, without limitation, to the following: Damaged items will not be covered under warranty after 3 days delivered or/and installed damaged. Please note that installation of any product is regarded as acceptance of that product as is, and therefore, no claims for faulty or damaged goods can be made after installation. Claims after this period will not be considered. Accidental damage, abnormal stress or strain, harsh or adverse weather conditions, abuse, misuse, mistreatment, including excessive water pressure, temperature, or neglect of any of the products. Alterations and repairs of the Products other than by an accredited and licensed service agent or technician are not covered. Defects caused by installation, misuse, neglect, modification, environmental conditions, normal wear and tear, or failure to follow installation and care instructions. This warranty is provided in addition to, and does not exclude, restrict or modify, any rights or remedies available under the Australian Consumer Law . Where a product failure constitutes a major failure under the Australian Consumer Law, a replacement or refund will be offered. For non-major failures, the product may be repaired or replaced at Otti Australia’s discretion.

Warranty Guide Otti Bathware offers warranty terms that extend the basic requirements. Different product types have different warranty periods and conditions. This guide is for the products used in domestic residential buildings. For commercial warranty terms, contact your sales representative. PRODUCTS DOMESTIC WARRANTY Product Replacement COMMERCIAL WARRANTY Product Replacement Vanities 25 years - Purchases after 01/12/2025 (Vanity runners include a 10-year warranty） 1 year Vanities 10 Years - Purchase Before 30/11/2025 (Vanity runners include a 10-year warranty） 1 year Laundries and Tall Boys 10 years 1 year Attica Baths 10 years 1 year Stone Tops 7 years 1 year Ceramic Tops 5 years 1 year Basins 5 years 1 year Ceramic Sinks 7 years 1 year Framed Mirrors 2 Years Glass * Purchases after 01/12/2025 1 year LED Mirrors 2 Years Glass/LED Light * Purchases after 01/12/2025 1 year Shaving Cabinets 10 years Cabinet / 2 Years Glass * 1 year Integrated Smart Toilet 10 Years Ceramic Pan 1 Years Parts 1 Year Labour 1 Year Ceramic Pan 1 Years Parts 1 Year Labour Smart Bidet Toilet Seat 1 Years Parts 1 Year Labour 1 Years Parts Labour Warranty:- All products are covered by a 1-year labour warranty, effective from the original date of purchase, excluding wastes and non electricial toilet seats. **Warranty Update – Mirrors, LED Mirrors and Shaving Cabinets Please note that for Mirrors, LED mirrors and shaving cabinets purchased prior to December 2024 , the warranty period for the glass component is 1 year from the date of purchase. As of January 2025 , we have updated the warranty terms in line with the release of our new generation of VP LED mirrors and shaving cabinets . These updated products are covered under our revised warranty policy, which offers extended coverage.

For full details on the current warranty terms applicable to products purchased from January 2024 onward, please refer to the relevant product documentation or contact our customer service team. Otti Handles 5 Years warranty - structural Structural defects - replacement only 12 Months warranty - Finishes and materials - replacement only Otti Accessories 5 Years Product - replacement only Attica Tapware 15 Years ceramic disc cartridges 5 Years replacement product and parts 7 Years - Colour - Chrome 3 Years - Colour - All other colours 1 Year Labour Kitchen Sinks 15 Years Product Replacement 1 Year Replacement Parts and Labour Wastes 1 Year Replacement Parts Attica Showers Chrome Finishes 10 years – replacement of products or parts Other Finishes 10 years – replacement of products or parts Shower Products Hand showers, shower heads, and shower hoses are covered for 10 years (replacement only, labour not included) Within 1 year of purchase – replacement of products or parts CONDITIONS 1. Items must be installed by a licensed tradesperson. 2. Failure is due to a fault in the manufacture of the product. 3. Proof of purchase is provided. 4. The installation of the product is in accordance with the instructions provided. EXCLUSIONS To the fullest extent permitted by law, the manufacturer excludes all liability for damage or injury to any person, damage to any property and any indirect consequential or other loss or damage. Manufacturer will not be liable for the cost of installation or removal of any unit and the warranty will be VOIDED if damage occurred during or after INSTALLATION or a damaged or incorrect unit has been installed. Door and drawer adjustment; Unsuitable or improper use; Incorrect installation or installation not in accordance with the instructions provided; Installation or part installation by the purchaser or any person other than a LICENSED tradesperson; Normal wear and tear; Inadequate or complete lack of maintenance; water damage; chemical, electrochemical or electrical influences; excessive heat damage or Harsh detergents or abrasive cleaners used on product finishes, are NOT considered a warranty issue. Any claim of faulty or damaged products must be reported within 72 hours of deliveries made by Otti Australia to stores from the Otti austrlia/Inspire Bathware warehouse. Sites or items collected please inspect thorughly at point of collection and receiving. Please note that installation of any product is regarded as acceptance of that product, and therefore, no claims for faulty or damaged goods can be made after installation. Claims after this period will not be considered. SERVICE CALL OUT FEES & CHARGES In the event of a call out for issues covered under the manufacturer's warranty, no call out fees will apply. If Otti Australia is called out and the cause of the issue falls within the warranty exclusions or the installation instructions have not been adhered to, the following charges will apply: - Call out fee: $200.00 initial cost, first 15 minutes included. - Service time onsite: $30/ billed in 15 minute increments. - Call out times: Business hours 9am - 5pm. Note: Response time will depend on technician availability. ***Warranty Installation Appointments*** Warranty installation appointments are arranged on the basis that all required replacement parts are available on site. If an installation cannot proceed due to factors outside of our control (such as the replacement mirror not being available or located at the appointment), a

further visit to complete the installation will be subject to a service fee of $200 + GST . No service fee will apply where the delay is attributable to us. PRODUCT CARE AND MAINTENANCE Acrylic baths Cleaning your bath 1. To preserve the polished surface, after use, clean with a soft cloth and warm soapy water to wash away any body oils or soap residue that forms a ring tide mark. Always add oils into a bath full of water. Never pour them into an empty bath. 2. As a weekly cleaner we recommend warm, soapy water. Do not use powders, pastes, cream cleaners, thinners, window cleaning sprays or dry cleaning liquid, etc. 3. Stubborn marks or fine scratches may be polished out with Brasso. 4. With colour dyes in essential oils and hair colours, first test that the colour won't stain your bath. If it does, use Brasso to remove it. Solid Surface Basins Everyday care cleaning of Otti Australia Solid Surface products, to remove dirt and grime that may build up on the surface, can be removed with a simple wipe using a damp soapy sponge or cloth, followed by a rinse. Do not use harsh chemical products such as acetone or strong acids which will stain the surface of the product and should not be used. Never pour essential oils directly into an empty bath or basin; always add to the water. To remove stains always start with the cleaning method recommended under 'Everyday Care' first. If the stain is still visible, clean using a damp sponge or cloth and a mild abrasive cream or paste cleanser (e.g. Jif® or Gumption®) using a light, wide, circular motion. Then rinse. Lightly wipe the surface using a wide circular motion. Take care to rinse the surface thoroughly. This cleaning method should remove most stains. Vanities, Tall Boy and Shaving Cabinets Everydaycare cleaning of Otti Australia cabinets products, to remove dust or dirt that may build up on the surface, can be removed with a simple wipe using a damp soapy sponge or cloth. LED Mirrors and Mirrors Everydaycare cleaning of Otti Australia mirror products, to remove dust or dirt that may build up on the surface, can be removed with a simple wipe using a slightly damp sponge or cloth. Ensure water does not get into any electrical points. Phone 02 9772 1306

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