GLOBAL TAPWARE

Manufacturers of Quality Commercial Tapware

Warranty Policy

PRODUCT BRAND	Warranty Period
Global Fisher Pre-Rinses	36 months
Global Stainless Tapware	36 months
Global MixA Tapware	12 months
Global HandZfree Tapware	12 months
Global HandZfree Foot / Knee valves	12 months
Global HandZfree Knee Operated Basins	12 months
Global Wash-ware – Hose Reels only	12 months
Global Wash-ware – Washdown Guns only	12 months
Global Wash-ware – Combi Washdown Kits only	12 months
Global Wash-ware – Spare parts only	12 months
Global Accessories – Pre-Rinse Guns	36 months
Global Accessories – Pre-Rinse Hoses	36 months
Global Accessories – Repair Kits	36 months
Global Accessories – Fix-A-plates	36 months
Global Accessories – Fittings	12 months
Global Accessories – Spare Parts	12 months

WARRANTY *:

All Global Tapware Products are warrantied against Material & Assembly defects and any Catastrophic Failure. On-Site warranty work is provided at our discretion only and should not be countered upon. We are the only ones qualified to determine this, no other person outside of Global Tapware management.

Warranty generally starts from Install date. We may make exceptions for projects that have long delayed" Hand Over" dates. These are to be applied for in writing.

We will not warrant the products for the following:

1 - Any installation work or failure from installation. Our determination is final.

2 – Issues caused by forces outside of our control. These can or may include the following matters –

(A) Poor Quality of Water in plumbing system, where it causes blockages in any part of the tap / gun equipment from debris or rubbish.

(B) Abuse of Equipment by the 'End Users Staff' – [n.b. – we can determine this by over 20 years' experience].

We currently operate on 0.5% - 1% genuine warranty claims across the board on all our products, year after year. We back our products 100%, but our Word is final in all decisions.

All Consumer rights are implied and governed by State / Federal Authorities.

Further - WE WILL NOT GIVE WARRANTY ON THE FOLLOWING: -

1. Bad Installation work by installing tradesmen. Our determination is binding on this, and we will not pass warranty unless it i s proven beyond doubt that fault lies with the product.
2. Wear & Tear and abuse of the product by the end user or using the product outside of the design features of the product.
3. Where a third party has decided to install or use one of our products outside the design of said product. Unless we have been involved in the decision making, we will not warrant or take back the product.
4. If a product has been used and resold as a secondhand product.

WARRANTY WORK

In the case of a genuine warranty, we will carry out repair or replacement of the product by means of posting a part to end user or using a contractor or carry out the work. We will do our best to have the work done within 2-5 days if not sooner. However, when using a contractor we cannot determine the time, we are governed by them.

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