

INOVITA WARRANTY & SERVICE

Sanitaryware is supported by the manufacturers 5 year parts and labour warranty.

Geberit Flushing Mechanisms installed in all Vitra toilet suites are supported by a 12 month parts and labour warranty. This is an international Geberit manufacturer's warranty.

Tapware is supported by manufacturers 5 year parts and labour warranties.

In summary the following warranties apply:

- Vitreous china items – toilet suites and basins 5 year parts and labour
- Duraplast toilet seats and metal / SS hinges 5 year parts and labour
- Polypropylene toilet seats & plastic seat hinges 12 months parts and labour
- Soft close seat cartridges 12 months parts and labour
- Flushing mechanisms and perishable seals 12 months parts and labour
- Bathroom furniture 12 months parts and labour
- Single lever mixers (cartridge, casting, finish) 5 year parts and labour
- Hand shower components and hoses 5 year parts and labour
- Waste outlets & bottle traps 12 months parts and labour

EXCLUSIONS

Inovita / Vitra products damaged due to incorrect installation / handling, unauthorized service, misuse, abuse, neglect or accidental damage are void of warranty.

WARRANTY PERIOD

Regardless of interim service within the warranty period, warranties expire after the completion of the warranty period from the date of the original purchase. A copy of the original purchase receipt is required as proof of purchase to obtain Warranty Service.

WARRANTY SERVICE HOURS

Warranty Service is conditional upon prior authorization by Inovita & attendance by our National Accredited Service Agents between 8.30 am to 5.00 pm Monday to Friday.

WARRANTY OR SERVICE REQUEST

To request Warranty Service please contact Inovita Customer Service on 1800 240 884 or email warranty@inovita.com.au