



PRODUCT WARRANTY

Congratulations on your choice of a Milena laundry product
 Milena has been proudly manufacturing laundry products in Australia since 1976 so when you purchase a Milena laundry product you can be confident that it is built to the very highest standards and made to last.

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1 MILENA PRODUCT WARRANTY

Milena warrants that its Products will be free from defects for the following periods:

Laundry Cabinets & Tubs	25 Years
By-Pass Kits & Fittings	5 Years

For Warranty Conditions please read below.

In addition to this warranty, legislation (including Australian Consumer Law) may give you certain rights which cannot be excluded, restricted or modified, this warranty must be read subject to such legislation and nothing in this warranty has the effect of excluding, restricting or modifying those rights.

Read more about Australian Consumer Law at: www.consumerlaw.gov.au

2 WARRANTY CONDITIONS

This warranty commences from date of purchase or for new buildings on the date of handover.

This warranty only applies to defects which have arisen solely from faulty materials or workmanship in the Products and does not apply to other defects which may have been caused or contributed to as a result of, without limitation, the following:

- the Product was not installed by a competent and licensed plumber
- accidental damage, abuse, misuse or mistreatment
- abnormal stresses on the Product beyond its designed purpose
- product not cleaned properly after use as per our Care Guidelines and / or generally accepted norms
- improper use or storage of cleaners or chemicals
- damage resulting from installation or unapproved modifications
- interference with or attempts to repair the Product after the Product has been installed

Note: *It is the installer/customers responsibility to ensure:*

- *Product is not damaged prior to installation.*
- *They are happy with their purchase.*
- *The product has all of its components.*
- *All installation and repair work is carried out by suitably qualified persons.*
- *Required maintenance and care is performed.*

3 WARRANTY CLAIM PROCEDURE

If you purchased a Milena item and it is not of acceptable quality or does not match the description, you can return it to the store where you purchased it.

You will need to present your proof of purchase (e.g. your receipt).

The item will be assessed based on its condition and age - as part of this process the item may be sent away.

If the item is determined to have a major failure you are entitled to a refund, exchange or repair.

If the item is determined to have a minor failure you are entitled to a repair.

If the product is not faulty or has been damaged due to inappropriate use a refund, exchange or repair will be refused.

If at any time you are not satisfied with the store's remedy in relation to your statutory rights or those offered by this Warranty then contact your nearest Milena State Distribution Agent for assistance.

QLD, NSW & VIC: ○ Milena ▪ (07) 5351 1305	TAS: ○ WP Martin ▪ (03) 6331 5545	SA: ○ RD Agencies ▪ (08) 8387 7344	WA: ○ Pride Industries ▪ (08) 9272 6511
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4 DISPUTE RESOLUTION

If at any time you feel that your rights are not being satisfactorily observed by the store or our distribution agent then you may escalate your dispute in writing to:

(via Postal Service)	(via Email)
Warranty Claims Officer Milena PO Box 457, Coolum , QLD 4573	info@milena.com.au