

## Information required for Warranty Claims

- All categories of a Service Request Form must be completed to have this processed.
- Service Request Form <https://newline.nz/resources/service-requests/>
- Or by sending a copy to [info@newline.co.nz](mailto:info@newline.co.nz) (pdf copies are available upon request)
- Service Requests must be included with complete information including photos accurately showing the issue. A minimum of two photos is expected, one showing the product from a wide angle and a close-up image is expected.
- Newline may ask for a service request form to be filled out for other branded products. Please note the warranty period is as per advertised for these products.

## Service Request Policy

- All warranty repair work is to be performed by a Newline staff member or an authorised service agent or plumber who has received a Service Request number and authorisation to attend the job. No charges will be covered for warranty repair work that is completed without documented authorisation from Newline.
- Newline or their authorised agent require access to the site within 60 Days of claiming to fix what's required or the claim is closed.
- If a service request is submitted and a service agent is dispatched under the direction of Newline to rectify the issue and the issue reported was not a Newline product or a fault with a Newline product, a service or call out fee will be on charged to the submitter/requester of the service request at a minimum of \$150 per visit.

Product Type	Range Name	Replacement Product and Parts Warranty*	Labour Inclusive Warranty Period	Notes
Showers	Acclaim, Ravello, Devon, Adina, Marbella, Anita, Rhine, Samara	10 Years	5 Years	Working parts and PVC Seals are 12 months. Black Warranty 2 Years.
	TradePro	5 Years	2 Years	Working parts and PVC Seals are 12 months.
Channel Drains	Newline Channels	10 Years	5 Years	Black Warranty 2 Years.
Showers Wastes	Easy-Clean Tile Wastes	5 Years	N/A	Inside elements 2 Years.
		5 Years		
Bathscreens	All Styles	5 Years	3 Years	Working parts and PVC Seals are 12 months.
Rollaways	Rollaway	10 Years	5 Years	Working parts and PVC Seals are 12 months.
Vanities	All Models	5 Years	2 Years	Working parts 12 months.
ProFinish	All ProFinish Products	20 Years	5 Years	
DryFit	All DryFit Products	30 Years	5 Years	Working parts and PVC Seals are 12 months. Black Warranty 2 Years. Shower Doors 10 Years.
Install			2 Years	Unless special warranty period applies.

\*Black and other colours 2 Years (outside Chrome or White)

\*Commercial warranty 1 Year

## Warranty Limitations and Conditions

- Water temperatures exceeding 55 degrees Celsius, heavy mineral loadings, geothermal, PH imbalance or excessive water pressure.
- All products must be installed by a suitably qualified/licenced installer in accordance with the installation instructions and looked after in accordance with the aftercare instructions. The product guarantee will be invalid if it has been modified, misused, neglected, wilfully or accidentally damaged or not maintained, cleaned or cared for.
- Damage to a Newline product by an outside cause. Examples: Flooding, fire, seismic event, lightning strike, excessive UV, or unrelated trade installation failure. Non-compliance with NZ Building Code clause G4 for ventilation.
- Products where a defect is not considered to be due to faulty manufacturing or materials but related to normal wear and tear.
- Timelines of warranty applies from original purchase date. The warranty is invalid if the warranty claim has not been notified to Newline (or their approved retailer) within ninety (90) days of the problem first appearing.
- No liability for consequential damage/injury to any person, property or loss as it is accepted the owner's responsibility to identified risks immediately, isolate and contact Newline for a solution.
- Discrepancies or glazing imperfections for vitreous china products are permitted within AS1976. It is accepted that vitreous china products can vary up to +/-3mm or as stated on any surface due to the manufacturing process.
- Faults to product caused after goods leave our warehouse are excluded. Please refer to Newline freight policy for further details.
- Ex-display, samples, or any installation of Newline Product that is second-hand are excluded.
- Visible faults and damaged product must be notified prior to installation. We are committed to rectify faults at this point. Installed product is considered as accepted product later claims are not valid.
- Where a Newline product is included with another manufacturer's products for a specific installation. The warranty covers replacement of the defective product only.
- Third party warranties must be lodged with the third party for example Sika or Enduroshield. These must meet the conditions stated by their warranty.
- The warranty applies only in New Zealand and only to the original purchaser or the first resident owner after acquiring this title.
- Appearance of silicon sealing, or applied finish is not the responsibility of Newline.
- Goods returned after 90 Days from dispatch date will not be accepted for credit.
- Must be evidence of epoxy adhesive used with DryFit.
- Grout for all tiled showers must be maintained
- Silicone must be maintained (maintenance item).
- Newline will not take responsibility for damages caused by failure to adhere to aftercare instructions. Visit [newline.nz](http://newline.nz) for more information.

## Receipt of Goods Requirements

- Merchant: Inspect goods prior to acceptance of delivery. If there is freight damage this must be recorded when signing receipt of goods. Any issues or breakages must be notified to Newline immediately.
- Installer: All product must be inspected prior to installation. If you find any defects or damage do not proceed with installation until resolved. Newline is not liable for costs associated with faulty or damaged products been installed.

## Newline will determine its responsibilities to take up a requested Warranty Claim and offer one of the following solutions as believes appropriate

- Meet the cost to repair or replace the faulty item identified.
- Make monetary compensation for the claim submitted.
- Recompense the original cost of the product.
- Make an upgraded product/part available if deemed appropriate.