

OUR AFTER SALES TEAM ARE HERE TO HELP.

How to make a claim:

If you have an issue or have noticed a defect with one of our products we want to hear about it. Please get in contact using our warranty claim form provided. Before you fill out these details, please ensure you have a copy of your original purchase and plumbing installation receipts.

Product maintenance and care:

- Products should be cleaned with mild liquid detergent or soap and water.
- Do not use cream cleaners or citrus based cleaning products, as they are abrasive.
- Use of unsuitable cleaning agents may damage the surface. Any damage caused in this way will not be covered by warranty.

Expected time-frame:

Once Phoenix receives your warranty claim form, purchase and plumbing installation receipts, we will contact you within 24hours. If you send in your form before 2pm we will get back to you that day.

From here we will determine the manufacturing defect and relevant warranty guarantees. If your product falls within the relevant warranty period and has been installed by a licensed plumber, your replacements parts or products will be sent to our service plumber who will then arrange a service with you at the allocated address. If your product is not eligible for our labour warranty, but still falls within the replacement products or parts guarantee, the required items will be sent direct to you, for you to then arrange your own installation.



For our full warranty, terms and conditions, please refer to the warranty card included in this pack or visit our website.

www.phoenixtapware.com.au

Date

WARRANTY CLAIM FORM

Once completed, please email or fax to the contact details provided below, along with all relevant documentation (e.g. receipts, photos).

Contact details:

Full Name

Address (of installation)

Suburb

State

Postcode

Contact Number

Email Address (optional)

Purchase details:

Purchase / Handover date

Purchased from (e.g. Merchant or Home Builder)

Copy of receipt or handover documents (Y/N)
Please attach.

Product details:

Code

Description

Finish

Detailed description of issue: