

SERVICE PROCEDURE

Initiating a Service Request

For the service procedure to commence the following information must be supplied (the use of the resellers own service form is acceptable):

- Reseller Name
- Reseller point of contact for this enquiry
- Reseller Email address for this enquiry
- Customer Name
- Proof of purchase – Reseller invoice to customer
- Job Address
- Customer contact phone number (mobile and or landline)
- Customer's email address
- Brief description of complaint

What will happen next:

- Upon receipt of service request form Studio Bagno will start a Job log for this service (a J... number will be assigned)
- The customer will then be contacted
- A description of the issue will be requested
- A digital photograph or video file of the issue will be requested via email to the Studio Bagno service email address (service@studiobagno.com.au)
This will lead to prompt resolution of the issue
- The reseller will be advised of progress
- Should the customer not return phone calls or email requests Studio Bagno Service will advise the reseller

Warranty will not apply if:

1. Customer cannot verify purchase of product.
2. Items have not been installed by a licenced installer (in the case of any item connected to water lines this must be a licenced plumber).
3. Installer has made any 'custom alterations' to products such as alteration of cisterns or modifications to valves.
4. Ceramic or metal parts are damaged due to the use of abrasive cleaners or cleaning agents containing chlorine or acids.
5. Damage is caused by non-compliance with Studio Bagno cleaning instructions.
6. In the case of Valves the valve is 'running on'.
7. The fixing of basins to tops with epoxy resin can void warranty.

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Service Call Charges

Should Studio Bagno attend a service call and it be found that a product has been incorrectly installed, the customer will be advised that a service charge will be incurred.

In some cases prior to the service call being arranged Studio Bagno will request the customer's credit card details. This will occur only when, in Studio Bagno's opinion, the call out is the result of faulty installation.

This will be a minimum charge of \$90.00 + GST. This charge covers the call out fee and the first 30 minutes of labour. After that time the service rate becomes \$45.00 per 30 minutes.

Should the product indeed be faulty there will be no charge to the customer.