



Warranty Claim Form

81 Milperra Rd Revesby NSW 2212

T: 02 9772 0388 F: 02 6778 0388

www.mercio.com.au

service@mercio.com.au

To make a warranty claim, the following documentation must be emailed, posted, or faxed to Mercio (Unicasa Pty).

1. Proof of purchase must be supplied for warranty claims to be considered.
2. Proof of installation by a licensed plumber.
3. Customer contact name, address and best contact number.
4. Name/model number of products, photos/videos, if possible.

It is the installer/consumers responsibility to ensure:

1. Product is not damaged prior to installation.
2. They are happy with their purchase.
3. The product has all its components.
4. Required maintenance is performed.

Distributor information:

Company name: _____ Contact person: _____

E-mail: _____ Phone: _____

Mercio invoice number: _____ Date of delivery: _____

Item code/s: _____ Description of issue/s: _____

Installation details:

Full name of installer: _____ License number: _____

Contact number: _____ Date of purchase: _____

Date of installation: _____ Installation address: _____

_____ Photos and/or videos: _____

Call out fee

A call out fee of \$160 plus G.S.T will be incurred for a service call that has been made where:

- (a) The service call has been registered, and the customer was not present at the agreed address.
- (b) The products were not installed as per manufacturer guidelines.
- (c) The products have been tampered or obstructed with in any way to hide a malfunction or a deliberate act.
- (d) There is no fault to be found in the products to be inspected.

Warranty should be void for the following reasons:

- (a) Plumbing installations have not been carried out by a licensed plumber, and/or are not in accordance with the Plumbing Code of Australia AS3500 and ABCB guidelines.
- (b) The goods have been installed by a licensed Plumber but not correctly Installed.
- (c) The goods have been installed correctly by a licensed Plumber, however subsequent repairs, modifications and/ or adjustments to the goods after installation have not been carried out by a licensed plumber.
- (d) Claims against faulty cistern valves, and seals will be rejected where after-market sanitising additives have been introduced into the toilet cistern tank, rather than to the toilet bowl.
- (e) Claims for visual defects to product surfaces may be rejected where harsh cleaning or scouring products have been used.
- (f) Claims against vitreous china product faulty dimensions or glazing imperfections (that are permitted within AS1976 - Vitreous China used in Sanitary Applications). It is permitted that vitreous china products will vary up to +/- 5mm on any surface and be acceptable products due to the unique conditions of the product's manufacturing process.
- (g) The brand name, rating plate or the serial number has been removed, or any other details on the products have been removed or rendered illegible.
- (h) The product has been subjected to misuse, abuse accident or lack of care.
- (i) Damage is caused by a foreign object put into the product or by reason of its use for purposes other than that for which it was delivered.
- (j) The repair has been made or attempted by the purchaser.
- (k) Fair wear and tear, any accident or act of God.



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(l) Unable to produce proof of purchase of the goods including the date of purchase and where the goods have been installed.

If a product needs to be replaced within the warranty purchase period, the new product to be installed will continue the warranty based on the original invoice date only.

Mercio Pty Ltd accepts no liability pursuant to this warranty for any costs or consequential damage or economic loss whether direct or indirect, to any person or property, arising from breakdown or failure of these products or any part thereof, and no responsibility is to be implied or accepted over and above the replacement value of the products.

Some claims may include a claim for rectification of water damage to surrounding areas as a result of leaking from a product. Such claims will require a site-call by Mercio Pty Ltd representative who will evaluate the claim. A further inspection by an insurance representative may also be required before a claim can be determined.

This warranty is given by Mercio Pty Ltd and no other person or organisation is authorised to vary its provisions and conditions.