

ALPINE KB

General Warranty Terms & Conditions

Australian Domestic Product Warranty | 2026

This warranty is provided by Alpine Kitchens & Bathrooms ("Alpine KB") and applies to products purchased and installed within Australia for domestic use.

These General Terms apply to all warranty claims across all Alpine KB product categories. Specific warranty periods (e.g., cabinets, tapware, ceramic basins) are detailed in their respective product warranty schedules.

1. Statutory Rights & Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The rights provided under this Express Warranty are in addition to, and do not exclude, restrict, or modify, any rights or remedies available to you under the Australian Consumer Law or other applicable state and federal legislation.

2. Standard Conditions of Warranty

This warranty applies strictly to the original purchaser and is non-transferable. Coverage begins on the original date of purchase and is subject to the following conditions:

Pre-Installation Inspection: Products must be fully inspected for manufacturing defects, transit damage, correct specification, and correct product supply prior to installation. Installation of the product constitutes acceptance of the goods. Alpine KB will not accept claims for wrong products supplied, obvious visual defects, shade variations, or damage once the item has been installed.

Licensed Installation: Products must be installed by a qualified, licensed tradesperson (e.g., licensed plumber, electrician, or builder) in strict accordance with the current National Construction Code (NCC), relevant Australian Standards (e.g., AS/NZS 3500 for plumbing), local regulations, and Alpine KB installation instructions.

Domestic Use: Unless otherwise stated in writing, this warranty covers normal domestic indoor use only.

Proof of Purchase & Installation: To make a claim, documentary evidence of both the purchase receipt and proof of licensed installation (e.g., plumber's compliance certificate or invoice) must be provided.

Transit & Shipping Claims: Any transit damage, shortages, or delivery errors must be reported in writing to Alpine KB within 48 hours of receipt/delivery. Claims for transit damage made after this timeframe or after delivery to a third party will not be accepted.

3. General Exclusions & Voiding Factors

This warranty does not cover defects, faults, or damage caused or contributed to by:

Fair Wear and Tear: Normal aging, gradual degradation, surface scratching, or fading over time.

Plumbing & Tapware Specific Failures:

Excessive Water Pressure & Temperature: Tapware, mixers, or valves exposed to water supply pressure exceeding 500 kPa (as specified in AS/NZS 3500.1) or water temperatures exceeding 55°C at the outlet.

Failure to Flush Lines: Damage to ceramic cartridges, valves, or aerators caused by debris, grit, or failure to thoroughly flush water supply lines prior to installation.

Missing Isolation Valves: Failure to install isolation valves/cocks (e.g., mini cistern cocks or stop taps) on basin mixers, sink mixers, or toilet cisterns during installation.

Water Damage & Excessive Moisture: Exposure to excessive moisture, steam, or standing water (e.g., failure to immediately dry spillages, placement directly next to open showers, or improper waterproofing/sealing). Note: Vanity cabinets are water-resistant unless explicitly specified as 100% waterproof (such as PVC ranges).

Chemical & Abrasive Cleaners: Use of harsh, abrasive, or solvent-based cleaning agents, acetone, scrubbers, steel wool, or wax-based furniture creams.

Improper Adhesives & Sealants: Use of epoxy glues, non-neutral silicones, or solvent-based adhesives on ceramics, glass, stone, or vanities, which restrict natural expansion and contraction or damage finishes.

Physical Abuse & Mishaps: Accidental breakage, drop damage, impact, misuse, neglect, or unauthorised alterations or repairs using non-standard parts.

Unsuitable Environment: Outdoor installation, exposure to direct sunlight/UV, or non-potable water systems unless explicitly rated for such use.

4. How to Make a Warranty Claim

If a fault or defect appears, stop using the product if continued use could cause further damage. All claims must be lodged in writing before any rectification work is undertaken.

Claim Submission

Submit your claim directly to:

- The authorised retailer where the product was purchased, OR

Alpine KB Claims Dept: via <https://alpinekb.com.au/claims-form/>

Required Documentation

1. Proof of purchase (original tax invoice/receipt).
2. Proof of installation by a licensed tradesperson (invoice or compliance certificate).
3. Clear photo(s) and/or video demonstrating the fault, defect, or model identifier.
4. Detailed description of the issue and location of the installed product.

If valid proof of purchase cannot be provided, Alpine KB may, at its sole discretion, use the manufacturing date code stamped on the product to determine warranty coverage.

5. Warranty Service & Solutions

Upon receiving a valid warranty claim, Alpine KB will, at its discretion and pursuant to its obligations under the Australian Consumer Law (ACL):

1. Supply replacement parts or a complete replacement unit,
2. Arrange for an authorised service technician to inspect and repair the defect on site, or
3. Issue a refund or credit to the original retailer/purchaser.

1-Year Labour & On-Site Service Limit

First 12 Months (Parts & Labour): Where Alpine KB accepts a valid warranty claim that requires on-site repair, technician assessment, or replacement labour, labour costs and service calls are covered for up to twelve (12) months from the original date of purchase.

Year 2 Onwards (Parts-Only Coverage): For valid warranty claims made after the first 12 months (and within the applicable product warranty timeframe), Alpine KB's obligation is strictly limited to supplying the replacement part or product only. The customer or installer is responsible for all trade labour, removal, and reinstallation costs incurred after the first year.

Replacement Parts & Freight

For simple user-replaceable component faults (e.g., cabinet doors, drawer runners, legs, handles, or aerators), Alpine KB will supply replacement parts free of charge. The provision of replacement parts does not extend or restart the original warranty period. Transport and freight costs for shipping replacement parts are at the discretion of Alpine KB.

Service Call Fees

If an Alpine KB service technician attends a site and determines that the reported fault is not covered under warranty (e.g., due to improper installation, excessive water pressure, missing isolation valves, or misidentification of the fault/brand), the customer will be liable for a service call fee at Alpine KB's standard field rates. Service calls are conducted strictly during normal business hours.

6. Limitation of Liability & Removal Costs

To the maximum extent permitted by law:

Product Value Limit: Alpine KB's total liability for any claim shall not exceed the original purchase price of the defective product.

Consequential Damage: Alpine KB excludes liability for any indirect, incidental, or consequential losses, including loss of time, property damage, or expenses incurred while making a warranty claim.

Removal & Reinstallation Costs: The responsibility and cost for removing defective items and reinstalling replacements rests with the owner or installer. Where Alpine KB accepts that a product defect caused the failure, Alpine KB may, at its sole discretion, offer a maximum contribution of up to \$200 incl. GST toward labour and installation costs.