

MERCER LIMITED RESIDENTIAL & COMMERCIAL WARRANTY

Acero offers a limited warranty on all its Acero and Mercer products. All terms of the warranty, subject to the conditions below, are effective from the date of purchase. Proof of purchase date will be required.

PRODUCT RANGE	WARRANTY
Stainless Steel Products	25 Year Limited Warranty - Residential & Commercial
Ceramic Mercer DB Butler Series	5 Year Limited Warranty
Composite Mercer Duro Granite	25 Year Limited Warranty
Taps/Mixers - Residential	5 Year Limited Warranty
Taps/Mixers - Commercial	1 Year Limited Warranty - Products or parts only
Cartridge for Taps	2 Year Limited Warranty
Parts & Accessories	1 Year Limited Warranty

GENERAL WARRANTY TERMS

If the product is being acquired for personal, domestic, or household use, this warranty does not limit any consumer rights or guarantees that may apply under the Consumer Guarantees Act 1993. If the product is being acquired for the purposes of a business, the provisions of the Consumer Guarantees Act 1993 do not apply and no other warranties (either express or implied by law) apart from those stated in this warranty apply.

Residential Warranty: A residential application is defined as a residential dwelling which is not used for commercial purposes such as a hair salon, catering kitchen, communal care facility etc. These installations would be considered commercial applications.

All other products, not noted above, come with a one year warranty.

WARRANTY TERMS AND CONDITIONS

1. All terms of this warranty are effective from the date of purchase.
2. All Mercer product must installed in accordance with the manufacturer's installation instructions.
3. All products must be cared for and maintained in accordance with manufacturer's instructions.
4. The warranty applies only to the components supplied by NZPG.
5. The warranty is for the period indicated in the summary table. Where the product is replaced under warranty the balance of the original warranty will remain effective.
6. NZPG reserve the right to have the installed product returned to the factory for inspection.

WARRANTY EXCLUSIONS

The following exclusions may cause the warranty to become void:

1. Accidental damage and acts of God.
2. Damage or product failure due to abuse or misuse, improper maintenance, or improper storage.
3. Damage or product failure due to incorrect installation.
4. The product was not used, cleaned, or cared for in accordance with our instructions.
5. This warranty does not extend to damage or defects which in our opinion directly or indirectly arise from exposing the product to materials or chemical specifically outlined in the care instructions as harmful.
6. NZPG is not responsible for the quality of workmanship or the work undertaken by any tradesperson when installing or working with Mercer made or supplied product.

RETURNS & REFUNDS POLICY

1. Returns

- You have 90 days from the date of purchase to return an item.
- Items must be unused, in their original packaging, and in the same condition you received them.
- Proof of purchase (receipt or order confirmation) is required.
- 15% restocking fee will be applied to all returns unless the return is due to our error.

2. Non-Returnable Items

- Damaged or defective items if NZPG was not advised immediately upon receipt.
- Discontinued items

3. Refunds

- Once we receive and inspect your return, we'll notify you of the approval or rejection of your refund.

4. Shipping Costs

- You are responsible for paying your own shipping costs for returning your item unless the return is due to our error.