HP Inwall Tundish and Retro Fit Trap Warranty

This warranty provides a 24 month warranty against defects for both the HP Inwall Tundish and the Retro Fit Trap supplied in Australia.

1 Warranty provider

Company name: Ruby Industries PTY LTD

ABN: 84 169 976 747

Email for warranty claims: sales@rubyindustries.com.au

In this warranty, “we”, “us” and “our” mean the legal entity identified above.

2 Coverage and warranty period

We warrant both the HP Inwall Tundish and the Retro Fit Trap, including components supplied with either product, against defects in materials and manufacture that appear within 24 months from the date of purchase by the end customer. This warranty applies to products purchased new from Ruby Industries PTY LTD or an authorised supplier in Australia, for residential or commercial use within their intended application. The Retro Fit Trap is covered whether supplied with the tundish or purchased separately.

For a valid claim under this voluntary warranty, we will repair or replace the defective product or component at no charge. If neither is reasonably practicable, we will refund the purchase price. Any repair or replacement under this warranty is covered for the remainder of the original 24 month period. This does not limit any rights under the Australian Consumer Law.

3 Installation and use

The product must be installed by a suitably licensed plumber where required by law, in accordance with our installation instructions and applicable plumbing requirements. It must be used within its stated operating limits and maintained in accordance with our care instructions. Keep proof of purchase and, where available, installation details.

4 Australian Consumer Law

The benefits of this warranty are in addition to your other rights and remedies under Australian law. The 24 month period and the exclusions below apply only to this voluntary warranty. They do not exclude, restrict or modify consumer guarantees or other rights that cannot lawfully be excluded. Those rights may continue after this warranty expires.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. 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.

5 Exclusions

Subject to section 4, this voluntary warranty does not cover faults or damage to the extent caused by:

- Incorrect installation, inadequate support, incorrect connections, or installation contrary to our instructions or applicable plumbing requirements.
- Misuse, accidental damage, neglect, impact, excessive force, or use outside the product's intended application or stated operating limits.
- Alterations, incompatible parts, or repairs that cause the fault or damage.
- Blockages, debris, foreign objects, or problems in connected plumbing or equipment that are not caused by a defect in our product.
- Unsuitable chemicals, solvents, abrasive cleaners, or incompatible sealants and adhesives.
- Excessive heat, freezing, fire, flooding, or other external conditions outside the product's stated suitability.
- Failure to carry out reasonable cleaning or maintenance described in our instructions.

Normal wear and tear and cosmetic deterioration from ordinary use are excluded from this voluntary warranty. Manufacturing defects in appearance or finish remain covered. Products made or supplied by others are not covered by this warranty.

6 Claim procedure

Email us at sales@rubyindustries.com.au as soon as reasonably practicable after discovering a defect. The defect must appear within the 24 month warranty period; reporting it later does not by itself invalidate the claim. You may also contact the supplier from whom you purchased the product.

Provide your name and contact details, proof of purchase or other reasonable evidence of the purchase date, the product details, a description of the fault and photographs if available. Include the installation date and installer details if known. Product registration is not required.

We will assess the claim and advise the next steps within a reasonable time. We may request reasonable further information or arrange inspection. Contact us before returning the product or arranging non-urgent removal or repairs so that we can agree a practical solution. This does not prevent urgent action needed to protect people or property, or limit your statutory rights.

7 Claim expenses and other costs

For a valid claim under this voluntary warranty, we will pay reasonable return freight and delivery costs for the repaired or replacement product. Contact us to arrange freight. If you incur reasonable claim expenses, send receipts to the contact in section 1 and request reimbursement. We will reimburse eligible expenses within a reasonable time.

This voluntary warranty covers the product or component. It does not include plumber call-out fees, removal or reinstallation labour, access to concealed installations, reinstatement of walls or finishes, or other consequential costs, unless we agree in writing. However, we will meet any obligation to pay these costs or compensate for loss or damage where required under the Australian Consumer Law or other applicable law.