

HEATED TOWEL RAILS

WARRANTY 10 YEARS

Our products 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 for 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.

WARRANTY COVERAGE

Heated towel rails are covered by a 10 year warranty from the date of purchase against defects in materials and workmanship under normal domestic use, including the construction and heating element.

Coloured and coated finishes are covered by a 2 year warranty from the date of purchase against manufacturing defects under normal use.

MAKING A WARRANTY CLAIM

To make a claim, please contact Radiant Australia on 08 9302 4140, email claims@radiant.com.au, or return the product to the place of purchase. Please provide proof of purchase and details of the issue when making your claim.

Radiant Australia may request supporting information, including photographs, installation records, or details of the defect, before a claim is assessed.

Once your claim has been assessed, we will, in accordance with the Australian Consumer Law, repair, replace or refund the product as appropriate. Where a product is confirmed to be faulty, this will be provided at no cost to you.

Where a fault occurs within 12 months of purchase, the reasonable cost of a licensed electrician required for removal and reinstallation may be covered, provided a written estimate is supplied to and approved by Radiant Australia before any work is carried out.

WARRANTY CONDITIONS

This warranty applies to products installed and used in accordance with the supplied instructions and relevant Australian Standards.

The warranty does not apply to:

- Incorrect installation or installation by an unqualified person
- Failure to follow supplied installation or operating instructions
- Misuse, neglect or accidental damage
- Normal wear and tear
- Unauthorised modifications or repairs
- Use of harsh or abrasive cleaning products
- Environmental factors, including coastal or high-humidity conditions
- Lack of regular care and maintenance.

Electrical work must be carried out by a licensed electrician where required.

To the extent permitted by law, Radiant Australia is not responsible for consequential loss, labour costs (except as specified above), rectification costs, loss of use, or damage to surrounding materials, except where required under the Australian Consumer Law.

CARE AND MAINTENANCE

To maintain the appearance and performance of your product, clean regularly using a soft cloth and mild, non-abrasive cleaning agents only. Avoid harsh chemicals or abrasive materials as these may damage the surface finish and components.

COASTAL AND HIGH-HUMIDITY ENVIRONMENTS

304 grade stainless steel products are not recommended for installation in areas close to breaking surf unless frequent cleaning is undertaken. Products installed in coastal environments or areas exposed to salt-laden air or high humidity require more frequent cleaning and maintenance to prevent accelerated surface deterioration. Corrosion or deterioration resulting from environmental exposure or insufficient maintenance is not considered a manufacturing defect and is not covered under this warranty.

ADDITIONAL INFORMATION

Product specifications may change from time to time. Where a product is no longer available, Radiant Australia will endeavour to supply the most similar model available. Where this is not acceptable, a refund of the original purchase price will be offered.