

All Platinum Appliances, Sinkware, and Tapware are backed by a manufacturer's warranty. Warranty periods, terms, and conditions are outlined in detail below.

For questions please reach out to our customer care team at customercare@platinumappliances.com.au

Range	Warranty	Details
Platinum Appliances		
Ovens Cooktops Rangehoods Dishwashers	5 Years	5 Years parts and labour
Microwaves	3 Years	3 Years parts and labour
Platinum Sinkware		
Stainless Steel Sinks Quartz Composite Sinks Fireclay Farmhouse Sinks	1/10 Years	1 Year parts and labour 10 Years replacement product
Platinum Tapware		
Kitchen Mixer Taps	1/7 Years	1 Year parts and labour 7 Years replacement parts only - ceramic cartridge

Intersource Solutions Holdings Pty Ltd ABN 30 182 064 248 ("Intersource") warrants that Platinum products are free from defects in material and workmanship during normal domestic/residential use and when operated according to the provided instructions for the specified warranty period.

If a defect arises within this warranty period, Intersource or its authorised representatives may choose to repair or replace the product. If a replacement is provided, the warranty remains valid based on the original purchase date.

This warranty applies only to the following conditions:

- Defects occurring in material and workmanship during normal domestic use
- Proper installation by a qualified person, accompanied by a certificate of compliance in compliance with state and or territory laws.
- Purchase of goods from Intersource or its authorised distributors or dealers.
- Use and servicing of goods within Australia only.

To qualify for this warranty, you must provide reasonable evidence of the original purchase date. The original sales receipt serves as your primary proof of purchase.

Products should be inspected prior to installation. If damaged do not install it. Should a faulty or damaged product be installed, Intersource will not accept any obligation to provide labour for the removal or replacement of goods.

This warranty excludes coverage for:

- Consequential damage, accidental damage, impact, misuse, or negligence as allowed by law.
- Excessive wear and tear, improper care and maintenance
- Damage caused by natural elements like sunlight, humidity, and environmental conditions.
- Unauthorised alterations, modifications, or substitutions of any appliance parts.
- Consumable components, including charcoal filters, glass items, light globes, and seals.
- Malfunctions caused by faulty installation or the use of the appliance in a manner inconsistent with the provided instructions. This includes overtightening of fittings, and seals or the use of improper sealants.
- Surface blemishes such as rusting, scratching, denting, spotting, cracking, crazing, discolouration, damage by chemicals, and corrosion caused but not limited to the use of carbon steel items.
- Damage caused by excessive heat, including thermal shock or placing hot pots on sink surfaces.
- Imperfections in the natural finish or materials used should be viewed as typical characteristics of these crafted products rather than faults.
- Outdoor use, except when placed in an alfresco area with a solid roof covering and two walls.
- Goods with removed or defaced serial or model number labels.

Charges will apply for any non-warranty work performed.

The claimant is responsible for all re-installation, relocation, cartage, freight, mileage expenses and insurance costs associated with this warranty and service.

For 'return to Base' services, ensure secure packaging, ideally in original packaging provided. Any transport damage or improper packaging will be at your own expense and risk.

Our products come with guarantees under Australian Consumer Law. You have rights to replacement, refund for major failures, compensation for foreseeable loss or damage, and repair or replacement for quality issues.

For goods not typical for personal, domestic, or household use, Intersource's liability for a breach of consumer guarantees or warranties is limited, as permitted by law. Options include replacement, repair, or cost reimbursement.

To the extent allowed by law, all other warranties, whether implied or not, are excluded. Intersource is not liable for various losses, including increased costs, loss of profit, or indirect or consequential damages resulting from failure to fulfill obligations.

How to make a warranty claim?

To make a claim, please contact the Platinum Customer Care team via the following ways:



customercare@platinumappliances.com.au



PO Box 7785 Norwest NSW 2153



www.platinumappliances.com.au



1300 985 815

To lodge your claim, we ask that you provide us with the following information;

- Name /Model code of your product
- Proof of installation (by licensed tradesperson) and/or proof of purchase
- Your contact details, name and address. (Location of where product is installed)
- Product Serial number

For easy reference

Product Name

Product Model code

Serial No