Our warranty promise

Archant's warranty policy covers our products for 12 months from the purchase date (unless otherwise stated for a particular product or range or products).

Warranty claims cover any fault, defect or failure occurring as a result of the manufacturing process. Damage or faults occurring as a result of misuse, accident, or wear and tear are not covered by our warranty policy.

If the product is still under warranty then the repair will be at our expense including the freight to return the repaired or replacement product.

If the product is out of warranty, then we can still have the product repaired or replaced, however, the cost of the repair or replacement will be charged to the customer.

archant

archant.co.nz

0800 ARCHANT (0800 272 4268)

Showroom
Shop 11, 115 St Georges Bay Road,
Parnell, Auckland

Postal
PO Box 2440, Stortford Lodge, Hastings 4120

The archant promise

Fast delivery

We can deliver anywhere in New Zealand. All orders* received before 4:00 pm will be dispatched the same working day. 12:00 pm for stone slab orders.

Sample service

We are more than happy to send you product samples. They will be couriered to your door to help make your choice quick and easy.

Money back guarantee

If you're not completely satisfied with our products, we guarantee to refund you in full within one year of purchase. Products returned must be in new condition, unopened, unused and in original packaging. All our products carry a warranty for your peace of mind.

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surfaces

Archant Quartz Warranty

Archant warrants to the owner of the original installation of Archant Quartz surfacing (the product), when installed in accordance with Santamargherita's and Archant's current installation and handling procedures shall be free from manufacturing defects for a period of twelve (12) years from the date of completion of installation of the product. This warranty does not cover in any way, phases following the production process such as but not limited to design, fabrication (cutting, polishing/lapping, anti-stain treatments), handling or installation process or any other fabrication process deemed incorrect.

Archant Porcelain Warranty

Archant warrants to the owner of the original installation, that its Archant Porcelain surfacing (the product), when installed in accordance with Florim and Archant's current installation procedures shall be free from manufacturing and/or structural defects for a period of the lifetime of the end user. The warranty covers only slabs which are used in a kitchen and/or bathroom top in a residential environment. The warranty does not cover in any way defects due to phases following the production process such as, by way of example but not limited to, design, fabrication (cutting, polishing/lapping, anti-stain treatments), handling process or any fabrication or installation procedures deemed incorrect or unacceptable.

sinkware

Franke Sinkware Warranty

Franke warrants to the owner of the original installation that its Franke sinkware (the product), when installed in accordance with Franke sinkware current installation procedures shall be free from manufacturing defects for a period of 50 years from the date of completion of installation of the product.

Archant provides a 50 year warranty to the original owners of our Franke sinks that the product will be free from manufacturing defects for a period of 50 years from the date of installation.

Schock Sinkware Warranty

Schock warrants to the owner of the original installation that its Schock sinkware (the product), when installed in accordance with Schock sinkware current installation procedures shall be free from manufacturing defects for a period of 15 years from the date of compleion of installation of the product.

This warranty is limited to manufacturing defects only, and does not cover damage from use-related scratches, stains or normal wear and tear damage. Damage caused by extreme thermal stress or temperature fluctuations - i.e. from hot taps - is also not covered. The warranty is limited to the value of the product and does not cover any costs associated to installation, plumbing or electrical, freight or transport.

Archant provides a 15 year warranty to the original owners of our Schock sinks that the product will be free from manufacturing defects for a period of 15 years from the date of installation.

Archant Sinkware Warranty

Archant warrants to the owner of the original installation that its Archant sinkware (the product), when installed in accordance with Archant sinkware current installation procedures shall be free from manufacturing defects for a period of 30 years from the date of completion of installation of the product.

Archant provides a 30 year warranty to the original owners of our Archant sinks that the product will be free from manufacturing defects for a period of 30 years from the date of installation.

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tapware

Franke Tapware Warranty

Franke warrants to the owner of the original installation that its Franke sinkware (the product), when installed in accordance with Franke sinkware current installation procedures shall be free from manufacturing defects for a period of 5 years from the date of completion of installation of the product.

All taps purchased and installed in a private residence carry a 5 year (parts and labour) warranty on all mechanical parts to be free of manufacturing defects in material and workmanship under normal usage. In addition to this, an extra 10 years replacement warranty is applicable to the cartridge only.

Schock Tapware Warranty

Schock warrants to the owner of the original installation that its Schock sinkware (the product), when installed in accordance with Schock sinkware current installation procedures shall be free from manufacturing defects for a period of 5 years from the date of completion of installation of the product.

Archant provides a 5 year warranty to the original owners of our Schock sinks that the product will be free from manufacturing defects for a period of 5 years from the date of installation.

Archant Tapware Warranty

Archant warrants to the owner of the original installation that its Archant tapware (the product), when installed in accordance with Archant's tapware current installation procedures shall be free from manufacturing defects for a period of 5 years from the date of completion of installation of the product.

Archant provides a 5 year warranty to the original owners of our Archant taps that the product will be free from manufacturing defects for a period of 5 years from the date of installation.

Grohe Tapware Warranty

Archant provides a 15 year warranty to the original owners of our Grohe tapware sinks that the product will be free from manufacturing defects for a period of 50 years from the date of installation.

Elementi Tapware Warranty

Archant provides a 5 year warranty to the original owners of our Elementi taps that the product will be free from manufacturing defects for a period of 5 years from the date of installation.

Schwan Tapware Warranty

Archant provides a 2 year warranty to the original owners of our Schwan tap systems that the product will be free from manufacturing defects for a period of 2 years from the date of installation.

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handles

Archant Handle Warranty

Archant warrants that its products will be free from defects in workmanship and materials for a period of lifetime from the date of purchase subject to the limitations below.

Limitations

Archant shall have no liability under this warranty for the following:

1. Failure due to incorrect installation or failure to follow fitting instructions or use of a product in a manner for which it was not designed.
2. Failure due to abuse, misuse or accident, or any failure due to dismantling, alteration or repair by any person not authorised by Archant.
3. Fair wear and tear.
4. Cost of removal, reinstallation, and freight.
5. "Living Finishes" are designed to patina or otherwise change over time are excluded from our warranty.

Claims

All warranty claims must be made in writing to Archant and include a copy of the original invoice. The claim must be approved by Archant before any cost is incurred. Archant reserves the right to inspect the product in its installed state before a claim is approved. Archant shall at its sole discretion credit, repair or replace free of charge any product or part determined by Archant to be defective in breach of this warranty.

Liability

Archant makes no other warranty of any kind expressed or implied in respect of Archants products. Archants sole responsibility is to repair and replace a product subject to a valid warranty claim. Under no circumstance will Archant be liable for indirect, incidental, or consequential costs or damages, including removal and reinstallation costs, loss of operations or profits (whether direct or indirect), to the maximum extent permitted by law. Archant accepts no liability for personal injury or property damage resulting from failure to adhere to relevant installation operation and safety procedures. Nothing in this warranty excludes, restricts, or modifies any condition, warranty, right or liability implied or protected by law if to do so would render this warranty, or any part of it, invalid or ineffective.

Archant Handle Finishes – Care and Cleaning

To maintain the beautiful look of your handles and keep the warranty intact, it's recommended you clean these handles with a soft damp cloth using clean water. This will be quite effective without marring the integrity of the product. Avoid abrasive cleaners, scouring pads and rough cloths which may scratch the plated surface. Chemical cleaners, solvents, and household detergents are also not advisable as they can damage the finish.

For more information on our Archant Warranty policy please visit:
archant.co.nz/warranty

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