Warranty

Rocket Hardware Warranty

Stainless Steel Sinks & Taps Warranty

Rocket Hardware is pleased to offer a Limited 25 Year Warranty on all Santorini sinks used in normal domestic installations. Rocket Hardware warrants its sinks to be free from all manufacturing defects in material and workmanship.

Rocket Hardware will repair or replace (at Rocket Hardware's discretion), at no charge, excluding labour, any sink supplied by Rocket Hardware that is proven to be defective under normal use.

An equivalent replacement will be issued to the original owner provided the defective sink was installed in accordance with Rocket Hardware installation procedures, carefully checked prior to installation used and cleaned as recommended and not damaged due to abuse, misuse or negligence.

Chips, scratches and stains are not deemed to be manufacturing defects. Rocket Hardware will not be held liable for chips, scratches and stains that can occur under normal use over a period of time. Please refer to cleaning instructions to maintain your sink in its original appearance. Rocket Hardware shall not be held liable under this warranty where the sink has been used in a non-domestic application, improperly installed, or damaged from the impact caused by a heavy object being dropped on the sink or from improper handling. Rocket Hardware shall not be liable for any inconvenience or expense for material or labour related to the removal or replacement of a defective sink or for any loss or damage to any person or property whatsoever resulting from the defective sink. All transportation costs to and from the point of purchase will be the responsibility of the purchaser.

Any sink returned must be in the original packaging and include all the accompanying accessories, parts and documentation. Rocket Hardware reserves the right to inspect any sink reported to be defective prior to replacement of the sink. Excluded are any accessories that accompany the sink including; basket sieve, waste kit & fittings, overflow assembly etc.

Rocket Hardware warrants the Santorini waste kit, basket sieve and overflow assembly to be free from manufacturing defects for a period of one (1) year.

Rocket Hardware warrants Santorini taps' stainless steel/brass casing to be free from manufacturing defects for a period of ten (10) years, the supply hose and inner cartridge for a period of five (5) years, and the inner parts including the aerator and O-ring for a period of one (1) year from the date of purchase.

Rocket Hardware Stainless Steel Accessories

Rocket Hardware warrants Santorini's stainless steel accessories to be free from manufacturing defects for a period of one (1) year from the date of purchase.

Wood Cutting Boards and Roller Matts

Rocket Hardware warrants Rocket Hardware's wood cutting boards and roller matt dish rack to be free from manufacturing defects for a period of six (6) months from the date of purchase.

Original Customer Obligation

The original dated sales receipt must be retained by the customer and is the only acceptable proof of purchase. Proof must be provided that a licensed plumber or contractor has installed the sink or tap. No employee, agent or other person is authorized to provide any warranty on behalf of Rocket Hardware for a Santorini product that is in addition to or different from the warranty stated above unless the warranty has been previously approved by Rocket Hardware.

Tapware Warranty

Bin Warranty

Our Brands

09 624 6497
info@rockethardware.co.nz

Postal Address

PO Box 163179 Lynfield
Auckland, New Zealand

Information

- About Us
- Bins
- Ubstor
- Maxi Bins
- Santorini Sinks
- Sink Care and Maintenance
- Product Quality

Santorini Sinkware

- Atlas Range Pressed .9MM
- Delta Range Handcrafted 1.2MM
- Lavello Centro Handcrafted 1.2MM
- Titan Range Handcrafted 1.5MM
- Nano Sinks
- San Michel Range 1.00MM
- Progetto Range Pressed 1.00MM

Policies

- Privacy Policy
- Terms of Service
- Refund Policy
- Website Terms of Use
- Warranty

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