

TERMS AND CONDITIONS OF SALES



www.serenbidet.com.au

In these terms and conditions "We", "Our", "Us" means Sere-Bidet and "You", or "Your" means the person who accepts these Terms and Conditions.

Note: This toilet douche seat must be installed with appropriate backflow protection conforming to the National Construction Code – Volume Three.

WARRANTY

We give our customers, 100% coverage for all parts and labour for the entire product for 12 months. Although we offer the highest quality bidet seats in the market (which are made with high quality materials in US, Europe, South Korea or tier 1 companies in China), it is very rare that you may have a problem with your bidet seat, please give us a call on 08 93153016. If we cannot solve the problem over the phone, we will request you to send your bidet seat to us. When the item has been fixed, your bidet seat will be shipped for free. Please note that this warranty only applies to the original owner and is not transferable.

Seren Bidet's liability under this warranty is limited, at its option, to:

- a) Repair or replace the defective product or part; or
- b) Refund the purchase price, or part of the purchase price, of the defective Product or part of the Product, to the Purchaser.

This warranty against defects does not apply in the following circumstances:

- a) If the Product has been damaged due to accident, improper installation or handling, improper care and cleaning, unauthorised faulty repairs, alteration, abuse or misuse (whether undertaken by a contractor, service company, or the Purchaser); or
- b) Product has been installed, maintained or used other than in accordance with the instructions given by manufacturer, including but not limited to the following specific instructions:
 - I. No chemicals such as bleach, hair dye, solvents, alcohol, citrus based chemicals, bath oils, bath salts or abrasive cleaners should be used on product.
 - II. No water above a temperature of 55 degrees Celsius should be used on the Product; and
 - III. Operating water pressures are as specified in the instructions given by Manufacturer.

Other Rights and Remedies in Relation to Warranty

The benefits to the Purchaser under the warranty against defects are in addition to any other rights and remedies of the Purchaser under a law in relation to the Products to which the warranty relates. However, all other warranties and conditions, whether express or implied, including but not limited to warranties relating to the state, quality, performance or condition of the products are excluded and except to the extent set out in this document and to the maximum amount permitted by law, Seren Bidet disclaims and is released from any and all liability to any person in relation to any loss or damage consequential or otherwise suffered or incurred by that person including without limitation to any loss or damage caused by or resulting directly or indirectly from any failure, effect or deficiency of any kind, in relation to the Products, this document or otherwise.

RETURN POLICY (NOT FAULTY ITEMS)

We aim to provide the best service to our customers, if bidet is not used or hardware kit is not opened, we may accept return products otherwise we may not accept return products due to bidets are personal hygiene products. There may be restocking, and delivery charge applied.

ORDER CANCELLATION BY CUSTOMERS

If you like to cancel your order please call us on 08 93153016. If the item has not left our warehouse, no cancellation fee will be applied, we will refund any money received from our customers in 2 working days, but if the item has left our warehouse, the order may not be cancelled. The item needs to be shipped to us by the customer. If the item is opened or used, there may be restocking charges APPLIED.

ORDER CANCELLATION BY US

We may cancel an order if the product is not available. We will let you know and refund the received money in 2 working days.

PRICING AND AVAILABILITY

Pricing and availability of all products on Seren-Bidet are subject to change without notice.

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LIMITATIONS OF LIABILITY

In no event will Seren-Bidet be liable for any direct, indirect, consequential, special, incidental damages that may result from the use of, or the inability to, use the materials and products on serenbidet.com.au. These limitations shall apply notwithstanding any failure of essential purpose of any limited remedy due to some jurisdictions not allowing limitations on how long an implied warranty lasts or the exclusion or limitation of liability for consequential or incidental damages the above limitations may not apply to you.

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PRIVACY POLICY

By agreeing Terms and Conditions, you agree our Privacy and Security policy. For more information please [click here](#).

If you like to learn more about terms and conditions, please contact us.