

WARRANTY

TOWEL RAILS

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.

It is not recommended to install 304 grade stainless steel fixtures and fittings (including towel rails) in coastal areas within close proximity of breaking surf and where there is a risk of the prevailing wind bringing the moist salty air into contact with the fittings. Where these are installed, regular cleaning and maintenance is often required to avoid any build up of salt and related corrosion.

For this reason, our warranty is strictly limited when appliances are installed in close proximity to breaking surf and we therefore do not recommend installation of our 304 grade stainless steel towel rails and floor grates in these areas unless they can be cleaned on a weekly basis.

All rails are covered with a 10 year warranty for construction / heating element and the coating on coloured rails are covered by a 2 year warranty. Please contact RADIANT AUSTRALIA ON 08 9302 4140 confirming date, place of purchase and where possible providing a copy of the original receipt.

We will then either arrange to repair or supply a replacement item free of charge.

Please note that we do change product specifications from time to time, so in the event that the model being replaced under warranty is no longer available for sale, we will endeavour to offer the most similar model to the one originally purchased. Should this not be acceptable we would then offer a refund on the purchase price paid.

Purchases made before 2015 were subject to a 5 year warranty.
2015-2019 purchases were subject to 7 year warranty.
Any purchased after 2019 will be subject to a 10 year warranty.

