IRON HART



Warranty

IRONHART

Warranty Terms

Ironhart has residential and commercial warranty periods and conditions for all products purchased on or after 1st September 2026.
For more details, visit ironhartco.com/contact/warranty
Warranty terms and conditions on page 3 also apply. **Labor is not included unless otherwise specified.**

For After Sales Service & Warranty enquiries, please contact Ironhart on +1 (980) 460-3474 or via email: hello@ironhartco.com

WARRANTIES

Residential Warranty Periods

Applies to domestic uses and applications of Ironhart® products, such as private dwellings and retirement villages.

Commercial Warranty Periods

Applies to commercial uses and applications of Ironhart® products, including, but not limited to: commercial food premises such as restaurants; commercial accommodation such as hotels; hospitals and healthcare facilities; public amenities; and industrial, laboratory and manufacturing facilities.

BATHS	
Range / Component	Residential Only
Acrylic Gloss White (Shell Only)	10 years replacement product, 1 year labor
Acrylic Matte White (Shell Only)	1 year replacement product, 1 year labor
Acrylic Bath Frames & Legs	5 years replacement parts, 1 year labor
Concrete	2 years replacement parts, 1 year labor
Solid Surface (Structure Only)	25 years replacement product, 1 year labor
Solid Surface (Finish Only)	5 years replacement product or repair, 1 year labor
Accessories & Spare Parts	1 year replacement parts or product

BATHROOM SINKS		
Range / Component	Residential	Commercial
Concrete	2 years replacement parts, 1 year labor	2 years replacement parts
Solid Surface (Structure Only)	25 years replacement parts or product, 1 year labor	25 years replacement parts or product
Solid Surface (Finish Only)	5 years replacement product or repair, 1 year labor	5 years replacement product or repair
Vitreous China	5 years replacement parts or product, 1 year labor	5 years replacement parts or product
Hardware & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

LED MIRRORS		
Range / Component	Residential	Commercial
LED Mirrors	5 years replacement parts or product, 1 year labor	1 year replacement parts or product, 1 year labor
Spare Parts	1 year replacement parts or product, 1 year labor	1 year replacement parts or product

TOILETS*		*Excludes parts subject to wear and tear such as rubber seals.
Range / Component	Residential	Commercial
Vitreous China	5 years replacement parts or product, 1 year labor	3 years replacement parts or product
Cisterns (Tanks & Frames)	5 years replacement parts or product, 1 year labor	5 years replacement parts or product
Cisterns (Valves)	3 years replacement parts or product, 1 year labor	1 year replacement parts or product
Seats, Accessories & Spare Parts	1 year replacement parts or product	1 year replacement parts or product

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Terms & Conditions

WARRANTIES

- Installation is acceptance of goods. If the product is incorrect or damaged, Ironhart must be notified in writing before installation. Ironhart cannot offer warranty/replacement products after the incorrect or damaged product has been installed.
- Proof of purchase is necessary to claim. Photos may be required.
- The warranty only applies to the original owner and is not transferable.
- Ironhart will not be liable for any loss or damages caused by a defective product, only the product itself.
- Product must be installed by a licensed tradesman. Failure to do so voids warranty.
- Product must be installed according to manufacturer's instructions. Failure to do so voids warranty.

What will Ironhart do to fix a problem?

This will depend on the problem with the product. Ironhart will do one of the following:

- Replace the faulty product.
- Arrange a licensed service agent to repair or replace the product.
- Arrange a Refund with the store from which you purchased the product (only in the case of major failure and within the warranty period). Please note to receive a refund, the product (with Major Failure) needs to be returned to either Ironhart or the store where the product was purchased.

Exclusions

To the fullest extent permitted by law, Ironhart excludes all liability for damage or injury to any person, damage to any property, and any indirect consequential or other loss or damage. Ironhart will not be liable to bear the expense of claiming the warranty (i.e. time off work, postage, etc).

RETURNS & CLAIMS

All claims for faults, damages or shortages must be submitted in writing (email accepted) to Ironhart within 48 hours of delivery to original delivery address. Failure to submit in writing in this time frame will waiver any claim made. All damage or product shortages will not be recognised if deliveries are made by a third party organised by the retailer. Any damage or shortage claims will not be accepted if deliveries occur between the retailer and the customer. It is the responsibility of the retail store to ensure all products are checked for damage, faults or shortages and items are correct before they deliver to the consumer.

Proof of purchase is necessary to claim, and photos may be required. Ironhart cannot offer warranty/replacement products after the initial faulty/damaged item has been installed.

Return of goods due to incorrect or cancelled orders will incur a 20% restocking fee plus the cost of the return freight to Ironhart. Return of goods to Ironhart due to incorrect or cancelled orders is the responsibility of the purchaser at their expense. Credits will not be applied for any goods returned to Ironhart that are not in original packaging and saleable condition.

If an order is cancelled, but has already been invoiced, then it is too late to cancel the order and the order must go through the returns and claims process incurring the restocking fee.

Ironhart reserves the right to refuse or reduce customer credits for specialised orders. For stone or timber top orders, once the stone has been cut for the order, it is unable to be cancelled or returned for a credit.

If your Ironhart representative collects the returned goods, the customer will not need to pay for return freight but is still liable for the 20% restocking fee. Please note that this may exclude any large items or non-metro locations.

For all claims made where Ironhart is at fault, you are still required to lodge a claim in writing and proof of purchase is required. However, Ironhart will arrange to have the items returned to the closest warehouse. This can occur through a courier or arranged through the Ironhart representative. No restocking fees will apply in these situations. Ironhart will also, where necessary, re-issue correct items to you.

All claims can be submitted to: hello@ironhartco.com

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IRON HART



Contact Us

NATIONAL CUSTOMER SERVICE

Phone: +1 (980) 460-3474
Email: hello@ironhartco.com

Find the latest, up-to-date product information including specifications, images and more on our website:
ironhartco.com