



Care Guide

// PRODUCT GUIDES & POLICIES

Thank you for your recent purchase with Vanity by Design!

When placing an order with us, you have agreed to our terms and conditions - this guide will address our policies, care guides and any other questions you may have whilst using Vanity by Design products in your home.

We ask that you carefully read through this guide and keep it to refer back to, helping you to enjoy your Vanity by Design products for years to come.

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Warranties, Refunds, Exchanges

CONFIRM INVOICE DETAILS

Please double check that all details on your invoice are correct. Once we have dispatched your order from our warehouse located in Brisbane, there may be additional fees for any Refunds and Exchanges.

We do not issue any refunds and exchanges on to products after dispatch that are:

- Discontinued items
- Floor stock
- Accidental damages that have occurred on site or upon installation

5 DAY POLICY

From the day you have received your order you have **5 days to notify Vanity by Design** of any issues or defects regarding the order. This includes damaged, missing or incorrect items - after the 5 days we will treat this as an exchange. Each enquiry is looked at case by case.

You can submit an enquiry at warranties@vanitybydesign.com.au

Please include the following information:

- Invoice number
- Best contact details
- Description of issue / defects
- Images of issue / defects

WARRANTY

Vanity by Design products include a 5 year warranty on cabinets and tapware, 2 year warranty on engineered stone benchtops and basins and 12 month warranty on mirrors.

Warranty is not offered for floor stock items.

You can submit a warranty claim at warranties@vanitybydesign.com.au

Please include the following information:

- Invoice number
- Best contact details
- Description of issue / defects
- Images of issue / defects

DRAWER RUNNERS

Vanity By Design uses Blum Tandem drawer runners. If you require assistance installing your drawers correctly please watch the following video:

<https://www.youtube.com/watch?v=4irI9oJqNhM>

EXCHANGES

When exchanging an item please make sure it is still in its original packaging and original condition. Goods cannot be exchanged after installation.

The customer acknowledges that the product they have originally purchased is of the correct size and colour, failure to do so will result in a restocking fee of \$110 per vanity plus two freight charges;

1. Freight charges back to our warehouse (located in Brisbane)
2. Freight charge to deliver the customers new product to customer's home address or closest depot

Please note prices may vary due to the location of delivery. Freight charges will be an additional cost made by the customer and will not be reimbursed by Vanity by Design.

REFUNDS

NOT DISPATCHED

Vanity by Design offers a full money back guarantee from the initial date of purchase only if the order has not been dispatched from our Brisbane warehouse.

DISPATCHED

Vanity by Design also offers a refund from the initial date of purchase if the vanity has been dispatched from our Brisbane warehouse. If the order has been dispatched, you will have to pay freight back to our Brisbane Warehouse as well as a restocking fee of \$110 per vanity for the refund to be processed.

Please note that prices vary due to location of pick up.

CUSTOM BENCHTOP RETURNS

We can offer slight customisation on our engineered stone benchtops. If you have customised your engineered stone benchtop, we cannot offer any exchange or refund for change of mind. Please ensure your order is correct. (This applies to customers who have signed the VBD customised engineered stone benchtop form).

Vanity by Design reserves the rights to change/ modify these conditions without prior notice.

Installation Guide

To ensure that your vanity is installed correctly, here is an easy to follow guide to help with installation. We ask that all customers and plumbers carefully read the Installation Guide and Refunds & Exchange policies before installation.

VANITY BY DESIGN ADVISE THAT OUR PRODUCTS ARE TO BE INSTALLED BY A LICENSED PLUMBER, FAILURE TO DO SO, WILL VOID ALL WARRANTY ON THE PRODUCTS.

UNBOXING

Check that your cabinetry, engineered stone benchtop, basin, and splash back have no defects within 5 days of receiving your order and prior to installation.

SCREWS

Our vanities do not come with fixings as each home varies in materials and structure. Have your plumber access your space prior to installation as each plumber may have their own process on how to install your vanity.

LEAK CHECK

Close your waste and fill the basin with water until it reaches the overflow, leave for up to 5 minutes and check if there is any leakage from the basin or waste.

ATTACHING BENCHTOP

To ensure your engineered stone benchtop is secured properly, we recommend using a small amount of silicone on the cabinet top edge to fix your benchtop in place.

SPLASHBACKS

All of our traditional vanities come with a splashback (not full width). To install the splashback, it will need to be centered to your engineered stone benchtop, and secured with a small amount of silicone to the wall and to the engineered stone benchtop. Please note: Installation of the splashback is optional.

By meeting the above conditions upon installation, future warranty issues are prevented.

Engineered Stone Benchtops

CLEANING AND MAINTENANCE GUIDE

To keep your engineered stone benchtop in as new condition, here are some cleaning and maintenance tips. These tips apply to all Arcadia, Amara, Absolute Blanc, Concrete Avorio and Amani Classico engineered stone benchtops.

CLEANING AFTER INSTALLATION

Your benchtop material is covered by a plastic film to protect the surface during transportation. The film may leave a residue on your benchtop which can absorb liquids, making your benchtop appear to be stained.

It is important to give your benchtop a thorough clean with a non-abrasive cream cleanser (Jif) mixed with warm soapy water. Gently wipe over the entire surface with your cleanser and then remove with a non-scratch cloth.

Remove all cleaning products and to finish wipe down with a clean, dry microfibre cloth to restore the original shine. Never excessively scrub your benchtop as this can cause dulling of the surface.

MAINTENANCE

- To keep your benchtop clean, simply wipe with a soft cloth and a pH neutral household liquid detergent.
- Avoid exposure to products with high pH levels such as oven cleaner. If the benchtop meets such products, rinse immediately to neutralise the effect, and then follow the usual cleaning procedure.
- Avoid exposure to paint strippers, paint removers, bleach, and nail polish remover. Rinse immediately with clean water to neutralise the effect, and then follow the usual cleaning procedure.
- Avoid excessive weight being placed on the benchtop, such as tradespeople standing on the benchtop when carrying out other work in your home.

Carrara Marble Benchtops

CLEANING AND MAINTENANCE GUIDE

It is important that you care for your marble tops, to keep them in the best condition possible. Marble is a natural stone which needs careful maintenance as it is porous.

CLEANING

The porous nature of natural stone means that it is susceptible to staining by certain substances (toothpaste) and it absorbs moisture. Using abrasive cleaning agents will damage the stone.

We advise not to use acidic products such as vinegar, lemon juice or other cleaners containing acidic elements on marble, including bleach. **This will not be covered under our warranty policy.**

Tops must be cleaned with a pH neutral cleaner only, readily available at your local supermarket.

SEALING

Your marble top can be sealed upon installation if you feel it's necessary for your bathroom. This is available from a reputable stone care merchant. We recommend that you contact 'The Marble Man' who can assist with any advice needed in regards to your bench top. www.themarbleman.com.au

BRISBANE SHOWROOM

PH. (07) 3376 6055
241 Monier Road Darra QLD 4076
enquiries@vanitybydesign.com.au

SYDNEY WAREHOUSE

PH. (02) 9604 4892
10/727 The Horsley Drive Smithfield NSW 2164
sydney@vanitybydesign.com.au

We can't wait to see what you create in your new bathroom!

Email your pictures to photos@vanitybydesign.com.au

OR

Tag us on Instagram [@vanitybydesign_](https://www.instagram.com/vanitybydesign_)

