

Warranty Policy

What is TouchGrid's limited warranty?

In addition to the Australian statutory warranties, TouchGrid Pty Ltd (**TouchGrid**) provides a voluntary limited warranty against defects in materials and workmanship for all products purchased directly from TouchGrid.com.au or our authorised sellers (**TouchGrid Warranty**).

Warranty registration?

To qualify for the limited warranty provided by TouchGrid (other than Australian statutory warranties) you must register your product within the TouchGrid App under Warranty Registration.

How long is the warranty period?

The TouchGrid Warranty is valid for a period of 1-year from the date of the original retail purchase or delivery.

What does the TouchGrid limited warranty cover?

The TouchGrid Warranty applies only to products originally purchased by customers in their capacity as consumers defined by the Australian Consumer Law or given as gifts. It does not apply to products purchased for resale.

The TouchGrid Warranty covers manufacturer defects in materials and workmanship affecting the ShowerStar sensor timer, charging cable and cable adaptor (hereinafter also referred to as the “products”). No other free giveaways or accessories are covered by the TouchGrid Warranty.

The TouchGrid Warranty does not apply to defects or damage arising in the following circumstances:

- Second-hand transactions
- Defects or damage caused by improper use or maintenance
- Normal wear and tear
- Commercial use
- Loss
- Accidents or damage caused by any other external force or event
- Unauthorised repair, modification or customization of the product
- Products not purchased through TouchGrid' authorised website or authorised sellers.

What do I need for a warranty claim?

If you become aware of a fault or defect with your products, you must cease using the product immediately and contact TouchGrid with a description of the fault or defect.

Serial number is required for a warranty claim along with proof of purchase OR in the event the product was supplied by a water/electric/gas utility, details of the program whereby you received the product.

Unfortunately, no warranty claims will be processed in the absence of a serial number and valid proof of purchase or details of the program whereby you received the product.

Where can I find the serial number?

A serial number is printed on the packaging and/or product.

What if the Products are a gift?

If your products are received as a gift or as part of a water/electric/gas utility program , and you are unable to provide a valid tax invoice, then your 1-year warranty period will be calculated from ninety (90) days after the manufacture date shown in the serial number.

What is the procedure for a warranty claim?

If you are making a claim within 30 days after purchasing your products, to get fast and convenient support locally, we recommend you contact the authorised seller from whom you purchased your products to process your warranty claim. When making a warranty claim with an authorised seller, you will still need to submit the product serial number and a valid proof of purchase. If you require further support, kindly [contact us](#) or email support@TouchGrid.com.

All TouchGrid Warranty claims must be submitted together with all required information within the 1-year warranty period.

After you submit your TouchGrid Warranty claim, our customer service team will use their best endeavours to respond to your claim within 2-3 business days and to resolve your warranty claim within a reasonable time. The amount of time that is considered reasonable will depend on the nature of the problem.

Your TouchGrid Warranty claim will be cancelled if the customer service team does not hear from you within a reasonable time of a request for further information. In this case, you may be required to file a new claim within the warranty period.

What happens with replacements?

Any replacement(s) will be the same as the products originally purchased, including model, size, and colour. If the model is a discontinued one, we will offer an equivalent or superior model to the original model.

The warranty period of the replacement product will be 1 year from the date the original product was purchased.