

Vanity
BY DESIGN



Installation & Care *Guide*

Thankyou

**for your recent purchase
with Vanity by Design!**

When placing an order with us, you have agreed to our terms and conditions - this document 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!



**“ Catering for all
personalities, spaces &
scopes since 2006 ”**

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 or exchanges on 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.

Please email: enquiries@vanitybydesign.com.au with any concerns.

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 benchtops and basins and 12 month warranty on mirrors.

Warranty is not offered for floor stock items.

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 can offer 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 benchtops. If you have customised your 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 stone benchtop form.

CUSTOM PAINT RETURNS

We do not offer any refunds or exchange for change of mind. Please ensure you are making your selection very carefully. If a change of mind does occur, payment for the custom colour will need to be made again.



Installation



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, stone benchtop, basin, and splashback (if applicable) 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.



Installation



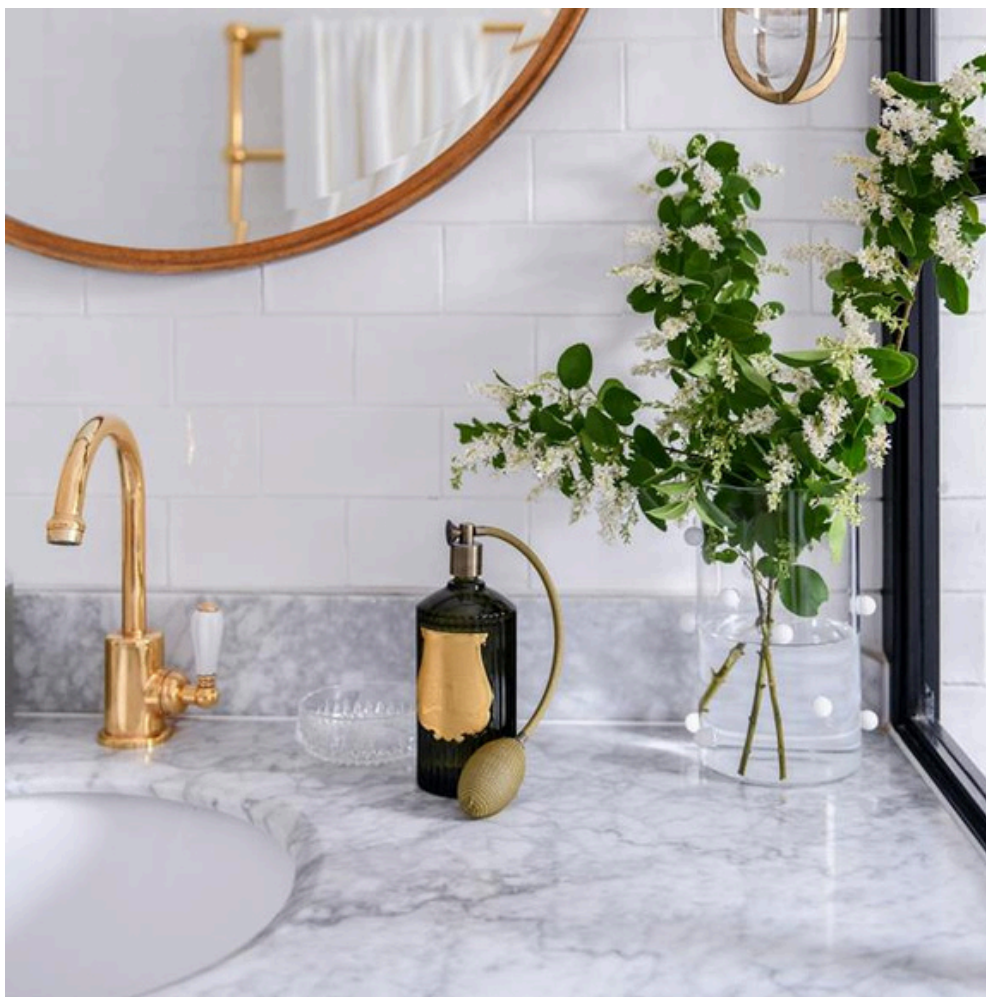
ATTACHING BENCHTOP

To ensure your 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

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

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



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>



Installation *Guide*



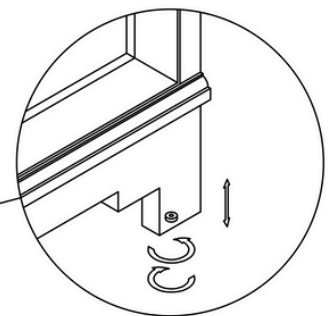
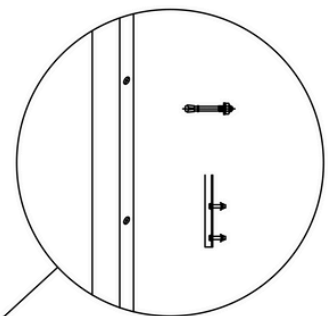
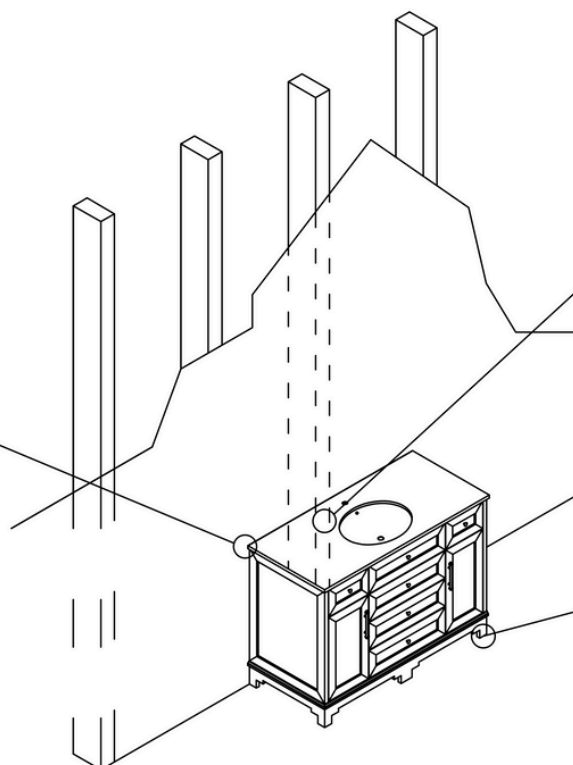
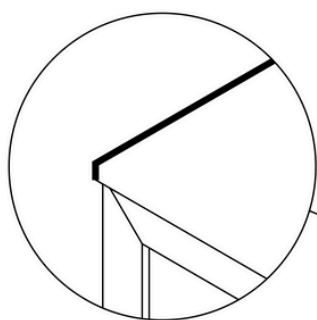
BEFORE YOU BEGIN

1. Prior to installation unpack your new vanity & inspect it. Keep the product in its original packaging until you are ready to install it.
2. The wall must be square, plumb and level.
3. Shut the water supply off when replacing an existing fixture. Preparation of floors and walls, including all additional wall supports, may be required
4. Observe all local plumbing and building codes.
5. It is recommended that this installation be done with a minimum of 2 people. Do not install this fixture alone.
6. VBD strongly recommends using a professional and certified plumber to install this fixture.

FREE-STANDING VANITY

Pre-drill holes through wall studs, fasten vanity to wall stud.

Apply silicone to bottom of the countertop.



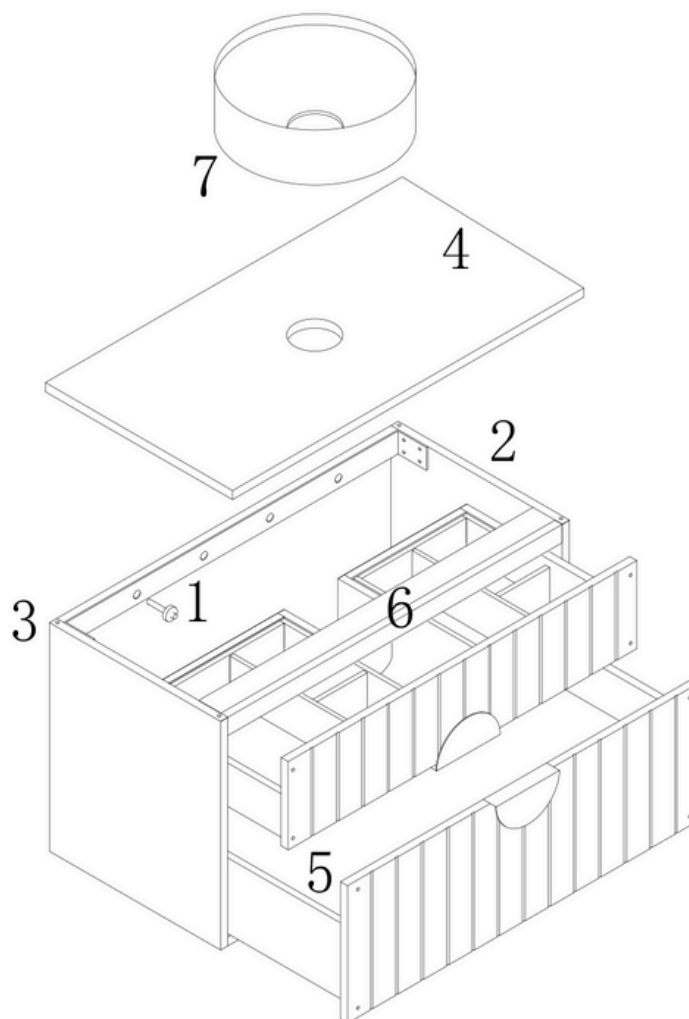
Place vanity in desired location and level.

Installation Guide



WALL HUNG VANITY

1. Locate stud position, screw through the back of cabinet into studs. Screw type may need to change depending on substrate. (x6)
2. Fit optional rubber bumpers (x8) to the top of each end gables. Fit stone top in place onto bumpers.
3. Check stone top overhang is even on sides and front
4. Check the rubber bumper cushions (x4 per drawer, x2 per door) as they can become damaged through transportation. Additional replacement rubber cushions are supplied. Simply peel the old damaged bumper off and stick the new bumper back on.
5. Do not lift the unit from top/front framing.
6. Apply Silicone to bottom of the basin



Benchtops *Guide*



CLEANING AND MAINTENANCE GUIDE

To keep your benchtop in as new condition, here are some cleaning and maintenance tips.



Benchtops

Guide



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.

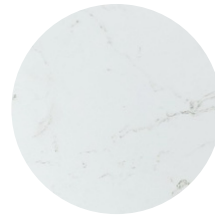
Bench Top Options



Italian Carrara
Natural Marble



Snow-Blanc
Crystalline Silica-Free
(Engineered Stone)



Ayla
Crystalline Silica-Free
(Engineered Stone)

Marble

Guide



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.



vanitybydesign.com.au



TEL: 07 3376 6055



[vanitybydesign_](https://www.instagram.com/vanitybydesign_)



241 Monier Road
Darra, QLD, 4076



enquiries@vanitybydesign.com.au