

Vanity Installation Guide

Thank you for choosing our bathroom vanity! This guide will walk you through the installation process, whether you've selected a freestanding or wall-mounted model.

Please read this guide and our Refunds & Exchange policies before beginning installation.

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Joinery by Bears.

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Freestanding Vanity Installation

Step 1: Unpack and Inspect

- Inspect Immediately:

Upon delivery, carefully unpack the vanity, stone benchtop, and basin. Inspect all components for damage, such as cracks, scratches, or missing parts. Contact us within 48 hours if you notice any issues, and before starting installation.

Step 2: Position the Vanity

- Placement:

Position the vanity in your desired location, ensuring it aligns with your plumbing access points. Our freestanding vanities come pre-assembled.

- Leveling:

Use a level to ensure the vanity is perfectly level. If the floor is uneven, use shims (wood or plastic) to stabilize it. Trim the shims if needed.

Step 3: Installing Handles and Knobs (if applicable)

- Handle Installation:

Handles and knobs are pre-assembled inside the vanity to prevent damage during transport. Use a screwdriver to remove them and securely attach them to the front of the doors or drawers.

Step 4: Connect the Plumbing (For a Licensed Plumber)

- Plumber Consultation:

We recommend having a licensed plumber assess your space before installation, as plumbing setups can vary. This ensures a secure fit tailored to your specific setup.

- Plumbing Connections:

Once the vanity is positioned, the plumber should connect the water supply lines to the faucet and the drain pipe to the sink. Ensure all connections are tight to prevent leaks.

Step 5: Install the Bench Top

- Two-Person Lift:

The bench top is heavy and requires at least two people to lift and position it on the vanity.

- Natural Stone Handling:

Lift the stone evenly from both sides, applying consistent force, and handle it gently. Avoid placing any force near faucet openings to prevent damage.

- Securing the Bench Top:

If necessary, apply a bead of mold-resistant bathroom silicone along the vanity edges to secure the bench top and prevent water seepage.

Step 6: Final Touches

- Alignment Check:

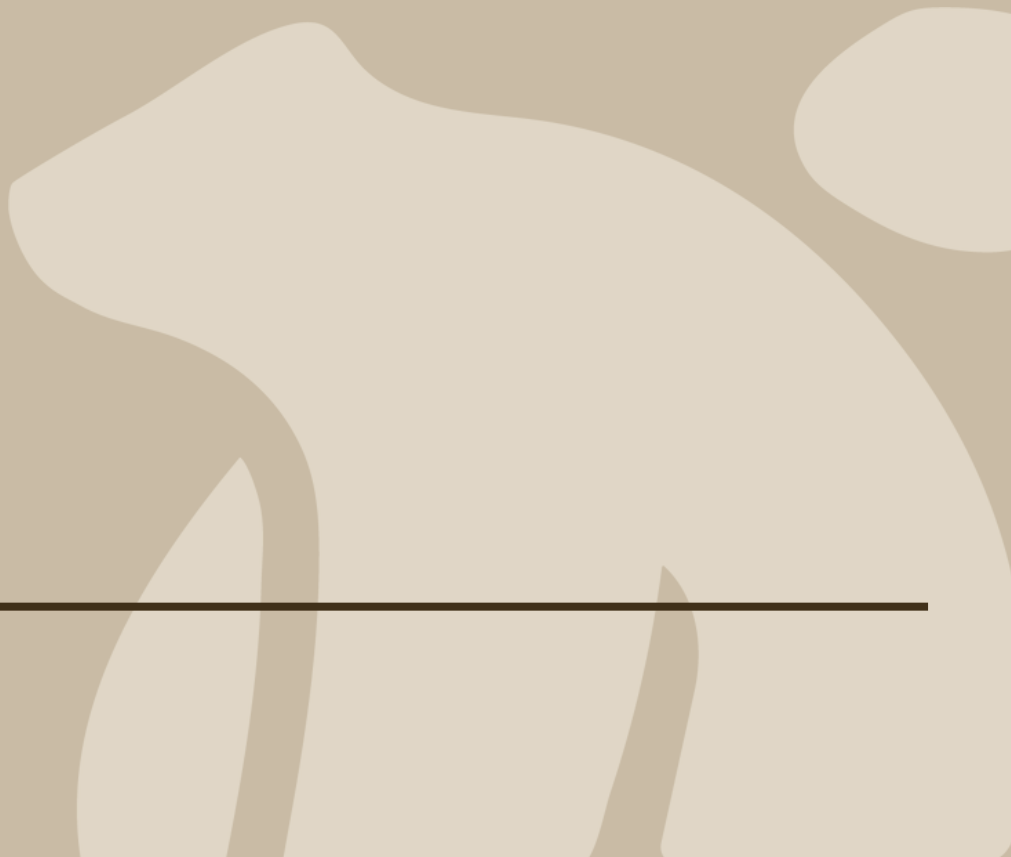
Double-check that everything is properly aligned and secure.

- Cleaning:

Clean the vanity and bench top with a soft, non-abrasive cloth to remove dust or debris.

- Ready for Use:

Your freestanding vanity is now ready for use!



Wall-Mounted Vanity Installation

Step 1: Unpack and Inspect

- Inspect Immediately:

Carefully unpack and inspect the vanity, stone benchtop, and basin for any damage upon delivery. Contact us within 48 hours if there are any issues, before installation.

Step 2: Prepare the Wall

- Stud Location:

Use a stud finder to locate the wall studs where you plan to mount the vanity. Proper support is crucial for holding the vanity's weight, especially with a stone top.

- Marking Height:

Mark the desired height for the top of the vanity, typically 850-900 mm from the floor, but adjustable to your preference.

Step 3: Mark and Drill Holes

- Positioning:

Position the vanity against the wall and mark the mounting hole locations. Ensure the vanity is level before marking.

- Drilling:

Drill holes at the marked spots. If not drilling into a stud, use expansion bolts (wall anchors) for additional support.

Step 4: Mount the Vanity

- Securing:

Align the vanity with the drilled holes and use the provided screws to secure it to the wall. Ensure screws pass through the expansion bolts if used. Double-check that the vanity is level and securely mounted.

Step 5: Connect the Plumbing (For a Licensed Plumber)

- Plumbing Setup:

Have a licensed plumber connect the water supply lines to the faucet and the drainpipe to the sink once the vanity is mounted. Confirm that all connections are secure to avoid leaks.

Step 6: Install the Bench Top

- Two-Person Lift:

Ensure two people lift the bench top evenly and place it carefully on the vanity, aligning it with the edges.

- Natural Stone Handling:

Lift and position the stone carefully, applying even pressure and avoiding force near faucet openings.

- Securing the Bench Top:

Apply silicone along the vanity edges if needed to secure the bench top and prevent water from seeping underneath.

Step 7: Final Touches

- Final Checks:

Ensure all connections are secure, and the vanity is properly mounted and level.

- Cleaning:

Wipe down the vanity and bench top with a soft, non-abrasive cloth to remove any dust or debris.

- Ready for Use:

Your wall-mounted vanity is now ready for use!



Warranty

Thank you for choosing Joinery by Bears. We take pride in the quality and craftsmanship of our products and are committed to ensuring your satisfaction.

Our products include a 5-year warranty on cabinets, a 2-year warranty on engineered stone benchtops and basins, and a 12-month warranty on mirrors.

Warranty Statement

All products from Joinery by Bears undergo rigorous quality control inspections. However, if you encounter any faults, please inform us promptly so we can address the issue.

Please report any faults within 48 hours of receiving your item, even if it is going into storage. For faulty or damaged products, contact us at hello@joinerybybears.com with images of the damage, your order number, and any supporting details.

Terms

Our products come with guarantees that are not excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the products repaired or replaced if they fail to be of acceptable quality and the failure does not constitute a major failure.

To the fullest extent permitted by law, Joinery by Bears disclaims all liability for any damage or injury to any person, damage to any property, and any indirect, consequential, or other loss or damage.

Please note that refunds, exchanges, and warranties do not apply to the following conditions:

- **Discontinued Items:** Refunds or exchanges are not issued on discontinued items after dispatch.
- **Floor Stock:** Refunds or exchanges are not issued on floor stock items after dispatch, including showroom clearance stock, website clearance stock, and any final sale stock.
- **Accidental Damages:** We do not cover accidental damages that have occurred on-site or during installation.
- **Customized Items:** Customized items cannot be changed, canceled, returned, or exchanged. The warranty applies only to manufacturing defects.

Conditions

- All products must be installed by a licensed tradesperson in compliance with Australian standards and BSA regulations, or the warranty may be voided.
- Isolation valves must be installed with all tapware, and water pressure/temperature must not exceed Australian standards or BSA regulations, or the warranty will be voided.
- Water damage may not be covered under warranty; all cabinetry is water-resistant but not waterproof.

This warranty information is valid as of 12 June, 2024.

Return, Refunds, Exchange & Change of Mind

We hope you are delighted with your purchase. If you wish to return an item or have any inquiries, please feel free to contact us at hello@joinerybybears.com

- No refunds or exchanges will be offered to customers for instances of change of mind or errors in ordering Goods.
- For any returns, exchanges, or cancellations, please ensure you consult with our team to ensure proper procedures for transit are followed.
- If there is an exchange: Due to specialty freight requirements and the nature of our products, exchanges will incur additional freight charges at the customer's expense. Items must be in the original packaging to ensure safe redelivery. If the original packaging is not available, repackaging costs will be at the customer's expense. If items are sent unfit for transit resulting in damages, eligibility for an exchange will be voided.

For any returns, exchanges, or cancellations, please ensure you consult with our team to ensure proper procedures for transit are followed.

Receiving Damaged Goods & Wrong Items

- Inspection and Processing: Please allow the item/s to be returned to our warehouse in Brisbane, Australia, for inspection prior to a refund or exchange being facilitated. All refunds/exchanges will be processed within 5-10 business days of receiving the returned product.

Defective Goods

The receiver must ensure to check all items immediately upon receiving them. If the pieces are going into storage, the receiver must unpack and inspect the items upon receiving them before storing them. And must alert us within 48 hours if there is any damage.

Defect Claim Process

To report any defects or issues with your order, please contact the Joinery by Bears Concierge Care Team: hello@joinerybybears.com

Please provide the following information:

- Order Number:

Invoice number or online order start with #

- Batch Code:

The batch code associated with your order. Can be found in your package box label.

- Description of Damage:

A clear and concise description of the damage or issue with the items.

- Photographic Evidence:

Supporting photographs or videos of the damaged item(s).

- Packaging Image:

A clear image of the packaging, including the shipping label.

- Event Description:

A detailed account of the events leading to the damage, to help us understand how it occurred.

Please note:

- Defects must be reported within 48 hours of receiving the goods. Failure to report within this timeframe may void any insurance for your goods, and a resolution may not be provided.
- Issues reported after the 48 hours are ineligible for consideration for replacement or repair.
- This process does not include pick-ups.

For any further assistance, please do not hesitate to contact our Concierge Care Team. If your order arrives with visible signs of mishandling or damage to the packaging, please take the following steps:

1. Document the Damage: Take photographs of the packaging to record the condition for both your records and ours.

- **Refuse Delivery:** Do not accept the delivery from the driver. Politely refuse the delivery, citing the visible damage as the reason.
- **Notify Us:** Once you have refused the delivery, please email us at hello@joinerybybears.com with the images and a description of the damage. This will allow us to investigate the matter further on your behalf. Your prompt action in refusing the delivery and providing documentation will greatly assist us in resolving the issue efficiently.

Thank you so much for choosing us.

We hope our products help you create a beautiful new home. We would love to see how everything turned out—if you could share some photos with us, that would be wonderful!

Additionally, if you're happy with your experience, we'd greatly appreciate it if you could leave us a review on Google. Your feedback helps us continue to improve and provide the best service possible.

Thank you again, and enjoy your new space!

Joinery by Bears.