



Warranty Policy

Buyers Beware

Your warranty is only as good as the company that you purchase from. In other words you should only deal with a reputable long term company that will be around long enough to fix your tank if there is a problem.

Taylex was established in 1969 and all we do is manufacture tanks.

Polyethylene – the product that plastic rainwater tanks are made of:

Most of the polyethylene manufacturing companies who supply to the Australian market only guarantee their product for 10 years. Therefore any company that warrants its tanks for more than 10 years does so at their own peril.

Association of Rotational Moulders Australasia Inc. States, “it is widely recognised within the industry that a 10 year warranty of polymer tanks is fair and reasonable”.

Warranty

Taylex poly products warrants its poly tanks for a period of 10 years provided that the tank has been correctly installed. (Please refer to installation instructions).

Taylex poly products will guarantee to replace or repair (at our discretion) any poly tank that has a fault caused by our manufacturing process.

Taylex poly products will not be liable for any other cost other than costs associated with repairs to the actual tank these other costs may include, but are not limited to such things as; damage caused by the tank, crane hire, water loss, property damage and transportation costs.

Taylex poly products warranty does not include tank fittings, strainers or any pipe work that may be associated with the tank. Such products will be guaranteed by independent suppliers.

Warranty is void for the following reasons:

- Incorrect installation
- Tank is modified in any way
- Tank is undermined due to erosion of supporting base by water, wind, land slides etc.
- Tank is moved from its original position

Taylex poly products void any warranty on the tank or subsequent damage caused by the tank, to any person or property due to the tank blowing away by being empty or unsecured.

The warranty does not cover any damage caused by storm, fire, flood or act of god.

Taylex poly products range of stationary water tank is not designed for the transportation of water. All tanks must be used for their intended design purposes only.