

## Showerhead Swap Terms and Conditions

It is important that you read and understand the terms and conditions before removing your showerhead/s.

The program is available from 1 June 2026 until stock is exhausted or otherwise advised by Aqwest.

**By participating in the Showerhead Swap program, you are deemed to have read, understood, and accepted these terms and conditions. Aqwest reserves the right to amend these Terms and Conditions at any time.**

### **To be eligible for free replacement showerhead/s under the Showerhead Swap program:**

1. You must be an Aqwest customer i.e. live in a property serviced by Aqwest.
2. The premises your application is submitted for must be connected to Aqwest Scheme water.
3. If you are a tenant, you and the landlord must agree to participate in the Showerhead Swap program, which includes the replacement of old showerhead/s with showerhead/s provided under the program.
4. You are not eligible if, for the same property, replacement showerheads have already been received under this or any previous Showerhead Swap program.

### **The process:**

5. Bring your old showerhead/s along with a copy of a recent bill in your name, to the Aqwest Water Services Centre (Exchange Point) at **2 Hayes Street, Bunbury** to exchange it for a new replacement showerhead/s.
6. A maximum of two showerheads may be exchanged per property during the program period.
7. Once your old showerhead is accepted by Aqwest, it becomes the property of Aqwest and cannot be returned to you.

### **You are responsible for:**

8. Removal of old showerhead/s, including ensuring the removal of the old showerhead is compatible with existing systems, the wall fitting/s and plumbing. If you are in doubt or require assistance, it is recommended that you contact a licensed plumber.
9. Installation of the replacement showerhead/s, including ensuring the installation is compatible with existing systems, the wall fitting/s and plumbing. If you require assistance with installation, it is recommended that you contact a licensed plumber.
10. The condition, operation, maintenance, alteration, replacement, and/or removal of the replacement showerhead.

### **Aqwest is not responsible for:**

11. Removal of the old showerhead/s, installation of the replacement showerhead/s, or any costs, damage, loss or risk caused as a result and/or
12. The installation, maintenance, operation, alteration or replacement of the replacement showerhead.

### **Additional Terms and Conditions:**

13. Replacement showerhead/s may come with guarantees that cannot be excluded under the Australian Consumer Law.
14. Aqwest provides no additional warranty regarding the condition, capability, performance or suitability of the replacement showerhead/s for whatever purpose you intend to use the new showerhead/s.
15. For avoidance of doubt, Aqwest is not the manufacturer of the showerheads provided under the Showerhead Swap program and does not provide any additional warranty regarding the performance of the showerhead/s.
16. To obtain your warranty, please contact the relevant manufacturer directly.
  - a. If you have the Posh Solus Hi Rise shower or Mk3 hand-shower, you will contact Reece Bunbury on (08) 9724 3510 or by visiting their website at [www.reece.com.au](http://www.reece.com.au).
  - b. Please note warranty for these showerhead models will be void if the showerhead is tampered with.
17. If a showerhead supplied to you under the Showerhead Swap program is faulty, you can bring it back to the Water Services Centre at 2 Hayes Street, Bunbury and you will be provided with a replacement showerhead.
18. Aqwest will not be providing repair facilities or spare parts in relation to showerhead/s supplied under the Showerhead Swap program.
19. You are entitled to compensation for any reasonably foreseeable loss or damage from the manufacturer. Aqwest is not responsible for any associated costs, loss or damage incurred by participating in the Showerhead Swap program. If the replacement showerhead causes you any costs, loss or damage, you should contact the relevant manufacturer directly.
20. The Showerhead Swap program is a limited time offer and subject to limited stock availability. Please contact Aqwest prior to confirm availability.

### **Suitability of Showerheads:**

21. The replacement showerheads provided under the Shower Head Swap program are water efficient and WELS 4-Star rated.
22. The replacement showerheads are not suitable for low pressure, gravity fed (in the roof) and some instantaneous or continuous supply hot water systems. It is your responsibility to ensure the computability of your existing hot water system with the replacement showerhead/s. If in doubt, it is



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recommended to contact a licensed plumber for advice.