



Guangdong Dongtai Hardware Precision Manufacturing Co.,Ltd.

Industry Road, Leliu Port, Leliu

Shunde

Guangdong 528322

China

DONGTAI HARDWARE LIMITED LIFETIME WARRANTY CONDITIONS

This warranty only covers Dongtai Hardware Precision Manufacturing Co.,Ltd (“DTC”) products, including all drawer slides and drawer system hardware products manufactured by DTC, and does not extend to products which have been selected outside DTC’s product range.

The warranty period commences from the date of purchase and only applies to the original owner and is not transferable.

To make a warranty claim, proof of purchase or equivalent documentation along with the defective product and a written explanation of the defect must be supplied for warranty claims to be considered. Warranty claims can be provided by pre-paid postage to our distributor in Australia;

Nikpol PTY LTD

6-12 Fairchild Street,

HEATHERTON VIC 3202

Please allow up to 4 weeks for a response to any warranty claim.

Where a warranty claim is accepted, DTC will send a replacement product to the purchaser. As part of DTC’s commitment to continuous improvement, DTC reserves the right to make changes to its products at any time. If the faulty product is no longer available, DTC will (where possible) replace the product with a comparable product. DTC reserves the right to charge a service and handling fee for providing each replacement product.



DTC will not be liable for any claims for labour, additional products or parts associated with an alleged faulty product including the installation or removal of any defective product.

Should any warranty claim be made, where in the opinion of DTC, the problem was from faulty installation or use of the product in conjunction with products of another manufacturer or from some other cause other than a manufacturing defect of the product, DTC shall not be liable under this warranty.

Consequential loss

DTC's obligations under this warranty are limited to the refund, repair or replacement of any DTC products that are defective through manufacturing faults. To the extent permitted by law, DTC will not be liable for any loss or damage to furniture, walls, fixtures or any other consequential loss of any kind caused by any defect in the product or components.

Warranty shall be void for the following reasons:

1. A purchaser's inability to provide proof of purchase or equivalent documentation.

2. If:
 - (a) Products are not installed correctly or by a licensed installer where required;
 - (b) Products are not installed to relevant National Standards and State Regulations;
 - (c) Products are not installed in accordance with the manufacturer's installation instructions;
 - (d) Fair wear and tear of DTC products;
 - (e) Non written approved modifications to DTC products;
 - (f) Products used for incorrect applications;

- (g) Service or repairs with non-standard replacement parts previously undertaken without DTC's written approval;
- (h) Damage to finishes by adhesives, sealants or abrasive cleaners etc;
- (i) Damage to finishes that arise from installation or post installation use;
- (j) Damage due to abuse as determined by DTC;
- (k) Failure to observe manufacturers care instructions;

Note: It is the installer/purchaser's responsibility to ensure:

- Product is not damaged prior to installation.
- They are happy with their purchase.
- The product has all of its components.
- Required maintenance is performed.