



Grass Australia/New Zealand Pty. Ltd.

4 – 12 Amsterdam Street

Richmond

Victoria, 3121

Australia

GRASS AUSTRALIA PTY LTD LIMITED LIFETIME WARRANTY CONDITIONS

This warranty only covers Grass Australia Pty Ltd (“Grass”) products, including all hinging, drawer slides and accessory hardware products manufactured by Grass, and does not extend to products which have been selected outside Grass’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;

Grass Australia Pty Ltd

4-12 Amsterdam Street

RICHMOND VIC 3121

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

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

Grass 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 Grass, 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, Grass shall not be liable under this warranty.

Consequential loss

Grass's obligations under this warranty are limited to the refund, repair or replacement of any Grass products that are defective through manufacturing faults. To the extent permitted by law, Grass 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 Grass products;
 - (e) Non written approved modifications to Grass products;
 - (f) Products used for incorrect applications;
 - (g) Service or repairs with non-standard replacement parts previously undertaken without Grass'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 Grass;

(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.