

Head Office:

235 Settlement Road,
Thomastown VIC 3074

Ph: (03) 9205 8290



CABINET HARDWARE SYSTEMS

WARRANTY STATEMENT

At Artia Cabinet Hardware Systems, we pride ourselves as a supplier of quality hardware to the Australian cabinet and furniture manufacturing trades and industries.

Our products come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded.

EXPRESS WARRANTY

In addition, subject to exclusions outlined below, Artia Cabinet Hardware Systems provides its customers with a **12-month warranty against defects in material and workmanship** for the entire range of cabinet hardware systems from date of invoice.

GRASS® hardware comes with a "Limited Lifetime Warranty" (for details please refer to the GRASS® Warranty Statement).

In the event that any Artia Cabinet Hardware Systems hardware is found to be defective in either workmanship or materials during the warranty period, the replacement hardware shall be provided to the original purchaser free of charge.

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EXCLUSIONS

This warranty does not cover (without limitation)

- Hardware that has been installed incorrectly, exposed to excessive loads or unusual environmental conditions, abused or used in any manner other than its intended purpose
- Damage from adverse effects of water and / or cleaning agents, nor fair wear & tear,
- Any consequential or incidental damages incurred as a result of incorrect installation,
- Alleged defects or discrepancies that are within acceptable industry variances and immaterial to the value and usability of the hardware.
- This Express Warranty is a warranty of replacement only, and does not extend to removal of the defective hardware or installation of new hardware.
- In the event of defective hardware product being obsolete, unavailable or discontinued, Artia Cabinet Hardware Systems reserves the right to replace the defective hardware with a current offering. No guarantee of interchangeability is offered.

CLAIM PROCESS

Any warranty claim covered by this Express Warranty must be submitted in writing to customercare@artia.com.au and accompanied by:

- Proof of purchase
- Full details of the alleged defect incl. any other supporting documentation.

Supply of the faulty hardware to Artia Cabinet Hardware Systems or its authorised repair agent is at the customer's risk and expense. Any hardware to be replaced becomes the property of Artia Cabinet Hardware Systems. Replacement does not constitute start of a new warranty period.