

Häfele Hardware – Warranty Information

Häfele Hardware - Limited Lifetime Warranty (this "Warranty")

Häfele Australia Pty Ltd ACN 006 021 432 (Häfele Australia), warrants all its products subject to the Conditions of Sale, accessible on the Häfele website at www.hafele.com.au.

Häfele Australia provides a lifetime warranty on hardware components being hinges, drawer runners, pull-out pantries and Häfele branded accessories.

Häfele will rectify, without charge to you, damage or faults on products proven to their satisfaction to be caused by an error in manufacture. No claim under this Warranty will be accepted for slight discrepancies from specifications which are immaterial to the value and usability of the products, damage due to the chemical and electrochemical effects of water or generally inappropriate use or environmental conditions.

This Warranty operates under the following conditions:

1. Any parts replaced become the property of Häfele Australia;
2. The warranty expires if unauthorised persons repair or interfere with the products, or if the products are fitted with supplementary parts or accessories that are not suited;
3. Repairs under this Warranty do not extend the warranty period and do not initiate a new warranty period and the warranty period for any replacement parts fitted ends together with the warranty for the entire product;
4. The warranty is not transferrable.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or 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.

Where a failure does not amount to a major failure, Häfele will provide, at Häfele's option, a repair, replacement or refund for the hardware component. If a product or component is no longer available and cannot be repaired, Häfele will, in its absolute discretion, replace the product with a substitute item.

To claim under this Warranty simply visit the store from which you purchased your Häfele hardware component, along with proof of purchase and documentary evidence of the fault. Such evidence may include photographs, statutory declarations, receipts or reports, depending on the loss or damage. Häfele will not be responsible for any costs incurred by the purchaser in bringing the product and/or evidence of the fault to the store.

The benefits to the purchaser given by this manufacturer's Warranty are in addition to all rights and remedies conveyed by the Competition and Consumer Act 2010 (Commonwealth) and any other statutory rights to which the purchaser may already be entitled, and this Warranty does not exclude, restrict or modify any such rights or remedies implied by law.

Häfele will not, under this Warranty, be responsible for consequential damages (such as loss of use) inconvenience, loss or damage to personal property, whether direct, indirect or economic and whether arising in contract or tort. Under this Warranty Häfele's responsibility shall not exceed the purchase price of the component or its replacement.

No other express warranty or representation has been made or will be made on behalf of Häfele with respect to its hardware components, or the operation, repair or replacement of those components. No representative of Häfele or its distributors or retailers are authorised to make any changes or modifications to this Warranty.

This Warranty is provided by Häfele Australia Pty Ltd.

Häfele Australia Pty. Ltd.

P.O. Box 1066 • Dandenong VIC 3175

8 Monterey Road • Dandenong VIC 3175

Phone +61 (0)3 9212 2000 • Fax +61 (0)3 9212 2001

info@hafele.com.au • www.hafele.com