



Commercial Systems Australia Pty. Ltd. Customer Warranty

In the event that

- a) Any material failure (other than timber) or structural failure due to corrosion, deterioration or faulty workmanship occurring within 12 months of the delivery date and attributable to the work of Commercial Systems Australia, the relevant parts will be made good by Commercial Systems Australia.
- b) The purchaser within 14 days of discovery of the defect or defects gives written notice to Commercial Systems Australia.
- c) The defect or defects are not due to –
 - i. Cosmetic issues such as fading, crazing, discoloration.
 - ii. Timber (1)
 - iii. Vandalism, negligence, abuse, accidents, lack of proper maintenance or improper installation, or normal wear and tear.
 - iv. Products tampered with or altered, modified or repaired by anyone when not previously approved by Commercial Systems Australia.

Commercial Systems Australia Pty. Ltd. will

- d) At Commercial Systems Australia's option, repair or replace the part or parts found in Commercial Systems Australia's judgement to have been defective in workmanship or materials.
- e) Pay all transportation costs for the return of the defective products to Commercial Systems Australia or nominated repairer, but only if returned by the purchaser in strict accordance with the written instructions of Commercial Systems Australia and its request.
- f) Pay all the transportation costs for the shipment of the required or replaced products to the purchaser. Commercial Systems Australia will not pay the costs of labour for the removal or installation of the alleged defective product.

- (1) As timber has a natural tendency to open and close or split, with the change in weather conditions, we cannot guarantee against this general wear and tear beyond three months from the date of delivery. Commercial Systems Australia Pty. Ltd. uses only select grade hardwood species of excellent durability standards (Grades 1&2). At the point of assembly and dispatch any timber components with visible faults will have been rejected by us.

