

Commercial Systems Australia Pty. Ltd.

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Customer Warranty

Commercial Systems Australia warrants the purchaser against defects in workmanship for a period of 12 months from the date of delivery. In the event that:

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

Commercial Systems Australia Pty. Ltd. will:

- d) Repair or replace the part(s) found in Commercial Systems Australia's judgement to have been defective in workmanship or material failure.
- 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.
- f) Pay all the transportation costs for the shipment of the required or replaced products to the purchaser⁽²⁾

(1) As timber is a natural material, there is the potential for the material to open or split along the grain with the change in weather conditions. Commercial Systems Australia uses only select grade hardwood species of excellent durability standards to limit this from occurring. The general wear and tear of the timber cannot be guaranteed beyond three months from the date of delivery.

(2) Commercial Systems Australia will not pay the costs of labour for the removal or installation of the alleged defective product.