

Finista Drawers Warranty Certificate

If you are a consumer under the Australian Consumer Law, 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 for 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.

This warranty is given by Lincoln Sentry Group Pty Ltd (ABN 59 010 624 389) ("Lincoln Sentry") 76 Postle Street Coopers Plains 4108, phone 1300 55 19 19 and email marketing@lincolnsentry.com.au.

Lincoln Sentry also warrants the following Products on the terms set out below.

- 1. Warranty** - Subject to the exclusions in clause 5, for the Warranty Period of 15 years from the date of the sale of the Product by Lincoln Sentry or its approved supplier, Lincoln Sentry warrants that the Products supplied to you will, under normal use, be free from defects arising in the manufacture of the Product.
- 2. Lincoln Sentry or approved suppliers only** - This warranty applies only to Products sold by Lincoln Sentry or one of its approved suppliers.
- 3. Making a claim** - To make a warranty claim you must, within 28 days of any alleged defect or failure of the Product first becoming apparent, send a copy of the receipt of purchase, together with the below Warranty Claim Details completed (attach extra pages if necessary), to Lincoln Sentry at 76 Postle Street Coopers Plains 4108. You are responsible for the expense of making a claim under this warranty.

Warranty Claim Details
Product description: _____
Purchased from: _____
Your name: _____
Address: _____
Telephone: _____
Installed by: _____
Installation date: _____
Invoice No: _____
Describe use of the product: _____ _____
Describe product defect: _____ _____

- 4. What Lincoln Sentry will do** - If a claim is made under clause 3 and it is established to Lincoln Sentry's satisfaction that there is a manufacturing defect in the Product in breach of the warranty in clause 1, then Lincoln Sentry will, provide replacement Product (in a manner Lincoln Sentry considers reasonable). However, Lincoln Sentry will not be responsible for, nor pay the costs of, removing the existing Product, or reinstalling the new Product, or any associated costs or any variations in replacement Product.

Repairs and replacement parts are subject to available stock. Lincoln Sentry reserves the right to not repair a Product, but to instead provide a replacement Product. If an exact replacement for the Product is not available, Lincoln Sentry reserves the right to replace the Product with the closest possible match to the original Product.

- 5. What the warranty does not cover** - Subject to clause 7, this warranty does not extend to fair wear and tear or any damage, defects or failures within the Product which (in Lincoln Sentry's opinion) directly or indirectly arise from or are due to:

- a. inappropriate use** - use contrary to the instructions for the Product, or use of the Product outdoors or in any way which exposes the Product to consistent environmental forces;
- b. abuse or accidental damage** - accidental or intentional damage to the Product;
- c. water damage and corrosion** - including damage from steam and excessive moisture or from using the Product in a corrosive environment;
- d. heavy weight or impact** - placing heavy objects on the Product; applying substantial weight to the Product, including by standing, sitting or lying on the Product, or applying excessive impact to or mishandling the Product, including the impact caused by objects scrapped along, thrown or dropped on to the Product, overloading pass recommended weight capacity;
- e. acidic food products** - exposing the Product to acidic food products such as salt, vinegar, tea, citric fruit juice, red wine, pickles, mustard and mayonnaise;
- f. chemical damage** - exposing the Product to acidic or corrosive materials, cosmetics and chemicals such as dyes, solvents, bleach, inks, acetone, denture cleaner and photo developing fluid;
- g. using inappropriate household cleaning products** - such as abrasive cream or powder cleansers, Jif, furniture polish/wax/powder; bleach, oven cleaner, mentholated spirits, drain cleaners, and strongly alkaline or acidic cleaners;
- h. damage to protective layer** - damage to chrome and powder coated finishes caused by damage to the Product's protective layer;
- i. structural or support changes** - in or affecting the building or the application where the Product has been installed, causing twisting, warping, bowing, cupping or shrinkage of the Product, including movements caused by hydrostatic pressure resulting in the expansion or contraction of the cabinetry or other structure on which the Product is installed;
- j. conformity to original sample or example** - failure of the Product to conform to original sample or example of the Product;
- k. incorrect installation** - failure to install correctly, including not following the recommended installation instructions and use of the Product with inappropriate cabinetry or other structures;;
- l. unauthorised modifications** - any modifications or work to the Product by any person; or
- m. inadequate maintenance** - including failure to follow procedures set out in the Product information; or
- n. other specified causes** - any other causes specified in the Product information as being excluded from this warranty.
- o. colour variations** - any variations with the colour finish within the Product including any replacement Product, or any ageing or fading of colour, shine or gloss level over time.
- p. other specified causes** - any other causes specified in the Product information as being excluded from this warranty.

Further, Lincoln Sentry will not be responsible under this warranty for, nor pay the costs of, removing the existing product, or reinstalling the new product, or any associated costs or damages.

- 6. Validity** - This warranty becomes valid only when Lincoln Sentry has been paid in full for all Product used.

- 7. The benefits** given by this warranty are in addition to other rights and remedies of consumers under any law in relation to the Products which can not be excluded.

This warranty certificate is not intended to create a contract between Lincoln Sentry and the purchaser.