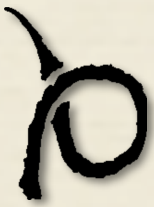


Mataro Furniture

WARRANTY TERMS AND CONDITIONS + CLAIM PROCEDURE v.010112

WARRANTY TERMS AND CONDITIONS

- (a) 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.
- (b) The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.
- (c) The furniture purchased will have a warranty against defective workmanship pertaining to the structure only.
- (d) This warranty is not transferable, it applies only to the consumer that purchased the product from the retailer invoiced by the manufacturer ("purchaser").
- (e) The manufacturer will remedy any bona-fide claim by either, in its sole discretion, repairing or replacing the product free of charge.
- (f) The manufacturer reserves the right to replace defective parts of the product with parts and components of similar quality, grade and composition where an identical part or component is not available.
- (g) Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the product.
- (h) The manufacturer is responsible for transit damage that occurs while freight is the manufacturer's responsibility. Otherwise risk passes to the purchaser once the product leaves the factory.
- (i) Transit damage must be claimed within 2 weekdays of receipt.
- (j) Freight costs for warranty claims will be borne by the purchaser from the nominated point of delivery. The supplier will only be responsible for return freight from the original delivery point.
- (k) It is the responsibility of the purchaser to ensure that the product is delivered in good order. The manufacturer will not accept any attempts to extend warranty terms. The manufacturer's responsibilities are not changed by receipt of products which say that "goods are subject to checking".
- (l) Claims for damaged products will not be accepted if documentary evidence shows that the purchaser or their agents received the products in good order and condition.
- (m) This warranty does not apply if:
 - i. the product has not been maintained, cleaned, installed or operated in accordance with the manufacturer's instructions or recommendations;
 - ii. the product has been subjected to abuse, improperly treated, neglected, or misused;
 - iii. the product has been exposed to the elements; and/or
 - iv. repairs, maintenance or service have been done by an unauthorised person.
- (m) The material used in covering the structure such and fabric and foam are guaranteed by individual suppliers and are not covered by this warranty. Mataro Furniture will only act in accordance with their instructions should a complaint arise regarding these components.
- (n) This warranty does not extend to products which are intended for commercial use.
- (o) If inspection and testing finds no fault, the purchaser must pay the manufacturer's usual costs of service work, evaluation and testing.
- (p) A minimum service call charge of \$88 will apply where the manufacturer is requested to attend to works or repairs that are not covered by this warranty.
- (q) The manufacturer makes no express warranties or representations other than set out in this warranty.
- (r) The repair or replacement of the product or part of the product is the absolute limit of the manufacturer's liability under this express warranty.
- (s) In the event of a dispute regarding warranty, the matter will be adjudicated by a recognised industry conciliator/ mediator. A list of approved industry conciliators/mediators is available from the State Offices of the Australian Furniture Association Inc.



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WARRANTY CLAIM PROCEDURE

In order to make a warranty claim you must follow the procedure outlined below:

- (1) You must contact your place of purchase and provide a proof of purchase to register a claim.
- (2) The retailer will make a qualifying investigation. You must provide the following to the retailer:
 - a. A copy of the proof of purchase.
 - b. If at all possible - supply photos showing the issue claimed – preferably in electronic form for transmission to the supplier. While not mandatory this will speed the processing of your claim considerably.
 - c. Clearly state the grounds for the claim and describe any relevant circumstances.
 - d. An assurance that the product has not been damaged, incorrectly assembled, installed or operated, exposed to the elements, negligently treated, or misused. Any false representations may void your claim and constitute a breach in law.
- (3) A form detailing the claim must be filled out and lodged with your place of purchase. (form available at www.mataro.com.au or contact our office for a copy to be sent out).
- (4) The retailer will submit the claim in writing to the manufacturer of the furniture who will handle the claim. You will be contacted by a representative of the manufacturer who will respond to bona fide claims in a timely manner.
- (5) You may be required to make the product available for inspection Mon – Fri between 9am and 5pm at a location specified by the manufacturer. (This may be your house or the retailers showroom).
- (6) The product may only be returned to the manufacturer after approval, in writing, by an authorized office of the manufacturer.