

STARTEC ARCHITECTURAL DOOR HARDWARE

IMPORTANT NOTICE

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or a 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 Häfele Australia Pty Ltd (Häfele).

Verification of purchase date will be required should you need to make a claim under this warranty.

TERMS OF WARRANTY

- > This warranty covers all Startec Architectural Door Hardware (SADH) marketed and distributed by Häfele in Australia.
- > This warranty is valid in relation to any mechanical or finish defect which appears within 10 Years from the date of purchase.
- > The warranty guarantees that the product will be replaced, refunded or repaired (at Häfele's option) if any materials or components are defective, or if workmanship or assembly is faulty.
- > The reasonable expenses of claiming the warranty will be borne by Häfele. If you incur any such expenses, you may obtain reimbursement by contacting Häfele by mail, phone or email using the contact details set out above.

CONDITIONS

Häfele liability under this warranty includes repair or exchange of the goods. Repairs under this warranty do not extend the warranty period and do not initiate a new warranty period. The replacement parts fitted ends together with the warranty for the entire product.

This warranty shall be invalidated:

1. If the SADH is not installed to comply with the installation instructions and maintenance sheet provided with the packaging, giving rise to the fault.
2. If the installation of the SADH does not comply with the regulations or codes of practice.
3. If the SADH is misused or abused, or operated outside the instructions contained in the instructions for use and installation.

This warranty does not extend to:

1. Damage to surface coatings caused by cleaning or maintenance, impact or using products not recommended for general cleaning.
2. Defects caused by normal wear and tear, accident, negligence, alteration or misuse.
3. A product dismantled, repaired or serviced by any serviceman other than an authorised service agent.

Service

Should you require warranty service please contact Häfele on 1300 185 044 or by emailing customercare@hafele.com.au. Service call charges to attend any fault excluded by this warranty or where the product is found to be in full operating condition must be borne by the owner.

Warranty Details

Purchaser's Name: _____

Address: _____

Model # of SADH: _____

Date of Purchase: _____

The benefits given to you by this warranty are in addition to any other rights or remedies you may have under a law in relation to the goods or services to which the warranty relates.