

## 7 year limited mechanical guarantee on all products

Delf Architectural guarantees to repair or replace a product if within seven (7) years from the proven date of purchase any mechanical defects occur. The limited mechanical guarantee applies only when the product has been properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

## 2 year Delf Electronic and Smart lock Warranty

All Delf branded Electronic and Smart locks are covered by a 2 year Warranty. Delf Architectural guarantees to repair or replace a product if within two (2) years from the proven date of purchase any mechanical or electronic defects occur. The limited mechanical and electronic guarantee applies only when the product has been properly installed and subjected to no more than fair wear and tear. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

## 1 year Delf Electronic Smart Home Accessories

All Delf Smart Home Accessories are covered by a 1 year Warranty. Delf Architectural guarantees to repair or replace a product if within one (1) year from the proven date of purchase any mechanical or electronic defects occur. This warranty does not cover product that has been modified, altered, physically damaged during use, misused intentionally, or not set up according to the instructions enclosed with the product. This guarantee does not extend to labour costs, personal loss, death or injury, or economic, consequential or property damage of any kind whatsoever.

These guarantees do not extend to any standard product finishes or special request finishes.

### EXCLUSIONS

These Guarantees only apply to defects which have arisen solely from faulty materials or workmanship in the Product and does not apply to other defects which may have arisen as a result of, without limitation, to the following:

Accidental damage, abuse, misuse, maltreatment, abnormal stress or strain of the Products  
Neglect of any kind in respect of the Product  
Fair wear and tear  
Installation or maintenance of the Products not in accordance with the instructions provided with the Products where applicable

Damage to or deterioration of plated and or lacquered finishes – antique brass, antique silver, antique black, matt black, polished brass, satin chrome plate, brushed nickel, satin nickel, nickel plate, florentine bronze and oil rubbed bronze which are classified as soft finishes and are subject to deterioration under some environmental conditions.

In circumstances where the product is within 200 metres (in a direct line) from the Ocean or Ocean waters (including bays, rivers and inlets) product finishes other than marine grade stainless steel will deteriorate, and Delf will not warrant the appearance.

Alterations or repair of the Product other than approved by Delf Architectural are not covered by this Guarantee (for the avoidance of doubt, attachment of accessories or use of non genuine replacement parts other than those manufactured or approved by Delf Architectural are not covered).

Costs incurred by the removal, replacement or installation of the Product are not covered by these Guarantees. Personal injury, property damage or economic loss, howsoever caused, will not be covered by these Guarantees.

## **AUSTRALIAN CONSUMER LAW**

In addition to these Guarantees, certain legislation (including the ACL) may give you rights which cannot be excluded, restricted or modified. These Guarantees must be read subject to such legislation and nothing in these Guarantee have the effect of excluding, restricting or modifying those rights.

If Delf Architectural fails to meet a guarantee under the ACL, your recourse for such failure may be limited to any one or more of the following:

- replacement of the product;
- repair of the product;
- refunding the cost of the product;
- payment of reasonable costs of having the product repaired;
- payment in respect of the reduced value of the product.

As required by legislation, including the ACL, any claims for damage, or any consequential loss either directly or indirectly due to defects of any kind in a product will only be met by Delf Architectural where the damage or loss was reasonably foreseeable by Delf Architectural. 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 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.

## **GUARANTEE CLAIMS**

Any defective product must be returned to the point of sale before replacement can be considered under the terms of these Guarantees. If the costs of returning any defective parts are excessive or unreasonable, please contact Delf Architectural 1300 362 625 so that we can arrange a collection (if considered appropriate in the circumstances).

Guarantee claims can be made at the point of sale or by posting, faxing or emailing any documentation that will support a Guarantee claim to Delf Architectural (contact details listed below) within 3 months of the appearance of a defect. Guarantee claims under these Guarantees must include the following details:

- Date of Purchase;
- Location of Purchase;
- Proof of Purchase;
- Contact Details

## **DEL F ARCHITECTURAL CONTACT DETAILS**

Address: 20 – 24 Bessemer Drive, Dandenong South, Vic 3175  
Telephone: 1300 362 625  
Fax: 1300 362 643  
Email: [support@delfarchitectural.com.au](mailto:support@delfarchitectural.com.au)