

Street Furniture Australia Warranty Policy

Applicable to products manufactured after 1 May 2025.

WHAT IS COVERED

Street Furniture Australia (SFA) warrants that all new products purchased directly from SFA or through authorised distributors, and still in the possession of the original purchaser, will be free from defects in materials and workmanship for the duration of the applicable warranty period, subject to the terms outlined in this policy.

A product is considered defective if SFA determines that a non-conformance in material or workmanship materially impairs its performance, considering its intended use and the limitations detailed below. SFA will, at its sole discretion, repair or replace the defective product.

WARRANTY PERIODS

Warranty periods commence on the date the product is supplied. The following apply:

Category	Description	Warranty Period
Structural Warranty	This covers the aluminium and steel components that form the structural frame of the product. It guarantees that these parts will remain free from structural failure – such as cracking, warping, or breakage – under normal use and when installed and maintained according to SFA guidelines.	Ten (10) Years
Product Warranty	This covers all other elements of the product, including finishes (such as powdercoat and anodising) and any non-structural components. It ensures the product will remain fit for purpose and free from material or manufacturing defects under normal use.	Five (5) Years
Movable Products	Applies to products that are freestanding and designed to be regularly moved by end users.	One (1) Year
Tailored Products	Applies to standard products that have been modified to meet specific requirements.	One (1) Year
Custom Products	Applies to products designed and manufactured from scratch to a unique specification.	One (1) Year
Plumbing or Electrical	Applies to plumbing or electrical components.	One (1) Year

YOUR RIGHT TO REPAIR

Street Furniture Australia designs for longevity and serviceability in the public realm, reflecting our commitment to environmental responsibility. Our team can advise on refinishing battens and frames, and supply replacement parts as needed.

We guarantee availability of replacement parts for the lifetime of the product, provided it has not been discontinued. Parts used in repairs are covered for the remainder of the original warranty or one (1) year — whichever is longer.

WARRANTY EXCLUSIONS AND LIMITATIONS

This warranty does not cover:

- Timber components, due to natural variation and vulnerability to environmental conditions, are warranted for 3 months from date of delivery.
- Natural imperfections in finishes such as marks, scratches, colour changes, and expansion due to climatic conditions.
- Non-standard items, materials or finishes specified by the customer and not offered by SFA at the time of manufacture.
- Items not installed or maintained in line with SFA's installation and maintenance guidelines.
- Damage resulting from vandalism, scratching, misuse or intentional acts.
- Damage caused by extreme weather events, including but not limited to floods, storms, cyclones or bushfires.
- Damage caused or contributed to by installation within 500 metres of a salt water body
- Damage resulting from growth of mould or mildew, or any fungi, bacteria organism due to environmental conditions
- Damage resulting from the use of high pressure water cleaning, mechanical cleaning devices or chemical agents, or the impact of other foreign objects
- Costs related to uninstalling or reinstalling products. All items should be inspected prior to on-site installation.

MATERIAL-SPECIFIC CONDITIONS AND DISCLAIMERS

Timber Care

Timber may split or deform without regular maintenance. Clients must inspect monthly to ensure protective coatings remain intact and reapply as required to prevent drying or failure.

Faults must be reported to SFA within 3 months of delivery. Natural imperfections are considered part of the timber's character.

Matching Finishes

Product finishes may change over time. SFA does not guarantee that replacement parts will exactly match original finishes.

Consequential Damage

SFA is not responsible for damage to ground surfaces, walls, fixtures or other property caused by a defective product.

AUSTRALIAN CONSUMER LAW

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL).

You may be entitled to:

- A replacement or refund for a major failure, and compensation for any other reasonably foreseeable loss or damage; or
- Repair or replacement if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

This warranty is provided in addition to your rights under Australian law.

HOW TO CLAIM UNDER THIS WARRANTY POLICY

To make a claim, please submit written notice including the product details, purchase date, and a description of the defect and such information as is necessary for SFA to investigate the claim. Photographs of the Product, showing the defect must accompany the claim. Submit to:

Street Furniture Australia

PO Box 417, Chester Hill NSW 2162

 info@streetfurniture.com