

Warranty Policy

This Street Furniture Australia (SFA) Warranty Policy applies to products manufactured after 1st November 2015.

1. WHAT IS COVERED BY THIS WARRANTY POLICY

SFA warrants that new products purchased either from SFA direct or through authorised distributors, which are still in the possession of the initial purchaser, will be free from defects for the warranty period, subject to the terms of this Policy.

A product may be defective if Street Furniture finds that it is non-conforming in material or workmanship and if the non-conformance materially impairs the performance of the product having regard to the purpose for which it was designed and the limitations stated below.

SFA will, in its unfettered discretion, either repair or replace the product.

2. WARRANTY PERIOD

The following warranty periods apply to SFA products and commence on the date when the product is supplied:

PRODUCTS	APPLICABLE WARRANTY PERIOD
Standard Products (per technical data sheets)	Three (3) Years
Drinking Fountains	One (1) Year
Special Products	One (1) Year

Service parts used in repairs pursuant to this Warranty Policy carry the remaining balance of the repaired product or one (1) year, whichever is greater.

3. HOW TO CLAIM UNDER THIS WARRANTY POLICY

Please send written notice of the defective product including the date of purchase, product details and the nature of any defect to Street Furniture Australia PO Box 417 Chester Hill NSW 2162 or info@streetfurniture.com.

4. LIMITATIONS

This warranty will not cover products that:

- A. include customer-specified materials or finishes that are not part of SFA's standard product range at the time of manufacture;
- B. are not installed and maintained as recommended in SFA's written installation and maintenance guidelines;
- C. have not been used in accordance with any applicable usage guidelines;
- D. have been misused or usage is in excess of normal wear and tear;
- E. have been damaged for example as a result of collision, theft or vandalism; and/or
- F. are manufactured by a third-party supplier and then resold by Street Furniture without incorporating any Street Furniture manufactured product into the third party product.

Finishes on SFA products are updated periodically to respond to the demands and changing preferences of our customers. As a result we may discontinue some finishes before expiration of the Applicable Warranty Period and do not guarantee that any replacement product or part will be identical to, or match the finish of, the original.

5. AUSTRALIAN CONSUMER LAW

- Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (ACL). Under the ACL you may be entitled to:
 - a replacement or refund for a major failure and compensation for any loss and other reasonably foreseeable loss or damage; or
 - have the goods repaired or replaced if they fail to be of acceptable quality and the failure does not amount to a major failure.
- This Warranty Policy gives benefits that are in addition to other rights and remedies under laws which may apply to the goods.

6. OTHER CONDITIONS

Consequential Damage

Street Furniture Australia will not be liable for any claimed loss or damages to ground coverings, walls, foundations, fixtures or any other consequential loss due to any defective product.

Not Covered

The warranty does not cover product assembly or disassembly charges, visits or calls by specialised technicians, costs incurred by the customer to remove or reinstall products or costs associated with unavailable products.

Natural Materials

Any imperfections in finishes or in natural materials used should not be considered as faults but a typical characteristic of these crafted products. Any imperfections deemed faulty need to be identified within four weeks of delivery and feedback provided to Street Furniture Australia. Timber as a natural material, if not maintained using an effective protective coating, is vulnerable to climatic conditions and may split or deform. It is the client's responsibility to check monthly that the effectiveness of the protective coating being used is preventing the timber from drying and consequently failing, and to reapply the coating earlier if required.

Qualification

In the case of products requiring only minor rectification under warranty, Street Furniture Australia reserves the right to supply on a "parts only" basis to the customer where appropriate. Parts may include: battens, fixings, valves etc.

List of "Standard Products" covered by this warranty statement:

Product name	Mcode	Product name	Mcode	Product name	Mcode
Aero Leaning Rail	AR1	Classic Promenade Seat	CMR1	Monsoon Bin Enclosure 240L	WBE-M240
Arc Seat	ARC-S	Concourse Seat	CML7	Park Bench	PB5
Aria Back-to-Back	CMA1A	Dog Tidy Bag Dispenser	DT	Park DDA Bench	PB5-DDA
Aria Bench	CMA4	Escola eBin 120L (housing only)	EBIN-E120	Park DDA Seat	PS7-DDA
Aria Curved Bench	CMA4-C	Escola eBin 240L (housing only)	EBIN-E240	Park DDA Table	PT7-DDA
Aria Curved Seat	CMA-C	Escola Bin Enclosure 120L	WBE-E120	Park Seat	PS7
Aria Mix and Match	CMA-MIX	Escola Bin Enclosure 240L	WBE-E240	Park Slim Bench	PB3
Aria Ring Bench	CMA4-RING	Flower Chair	FC1	Park Table	PT7
Aria Ring Seat	CMA-RING	Forum Low Table	FT7	Plato Bin 55L	LB7
Aria Seat	CMA1	Forum Seat	FS7	Plato Bin 80L	LB6
Aria Transit Seat	CMA7	Frame Bin Enclosure 120L, with battens	WBE-nF120-BAT	PowerMe Table (housing only)	PM
Ash Blade	AC4	Frame Bin Enclosure 120L, with panels	WBE-nF120-PAN	Rim Bin 55L	LB3
Ash Box	AC5	Frame Bin Enclosure 120L, with wide battens	WBE-nF120-WBAT	Rim Bin 80L	LB2
Ash Cylinder	AC1	Frame Bin Enclosure 240L, with battens	WBE-nF240-BAT	Semi Hoop	BST03
Ash Smoko	AC3	Frame Bin Enclosure 240L, with panels	WBE-nF240-PAN	Silva Grate	GR1, GR2
Bike Station	BST01	Frame Bin Enclosure 240L, with wide battens	WBE-nF240-WBAT	Silva Guard	TG6
Cafe Macchiato Table	T7	Frame Planter	PT3	Silva Integrate System	TG6, GR

Cafe Round Table	T1	Frame Planter, Battened	PT3-BAT	Simple Bin 80L	LB4
Cafe Stool	S1	Key Hoop	BST05	Simple Bin 80L, Battened	LB4-BAT
Classic Galleria Bench	CMG4	Mall Bench	CMM4	Slim Bollard	SLIM
Classic Galleria DDA Seat	CMG5	Mall Curved Slim Bench	CMM8-C	Slim Hoop	BST02
Classic Galleria DDA Table	CMG6-DDA	Mall DDA Seat	CMM7	Spiral Hoop	BST04
Classic Galleria Mitred Slim Bench	CMG8-M	Mall DDA Table	CMM6-DDA	Termini Seat	CMT1
Classic Galleria Seat	CMG1	Mall Mitred Slim Bench	CMM8-M	Traditional Bollard	B4
Classic Galleria Slim Bench	CMG8	Mall Platform	CMM9	Victorian Bollard	B1
Classic Galleria Table	CMG6	Mall Seat	CMM1	Vista Bench	VS8
Classic Plaza Back-to-Back	CMP1A	Mall Slim Bench	CMM8	Vista Seat	VS1
Classic Plaza Bench	CMP4	Mall Sun Lounge	CMMS	Vista Table	VS6
Classic Plaza DDA Seat	CMP5	Mall Table	CMM6	Wide Bollard	WIDE
Classic Plaza DDA Table	CMP6-DDA	Monsoon Bin 80L	LB8	Wide LED Bollard	WIDE-LED
Classic Plaza Platform	CMP9	Monsoon Bin 80L, Battened	LB8-BAT	"Slug" Seat Divider	SD1
Classic Plaza Seat	CMP1	Monsoon Bin 80L, Fluted	LB8-FLU		
Classic Plaza Table	CMP6	Monsoon Bin Enclosure 120L	WBE-M120		

List of "Drinking Fountains" covered by this warranty statement:

Product name	Mcode	Product name	Mcode	Product name	Mcode
Arqua Dog Bubbler	DF4-DB	Arqua Station	DF4-DF7	Dog Bubbler Retrofit Kit	DF4-DBKIT
Arqua Fountain	DF4	Arqua Station with Dog Bubbler	DF4-DB-DF7	Wide Fountain	DF2
Arqua Refill Pole	DF7	Council Fountain	DF6		

List of "Special Products" covered by this warranty statement:

Product name	Mcode	Product name	Mcode	Product name	Mcode
PowerMe Table (electronics only)	PM				