

Warranty Policy

This Street Furniture Australia (SFA) Warranty Policy applies to products manufactured after November 1, 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 4 weeks of delivery and feedback provided to Street Furniture Australia. Timber is a natural material, if not maintained using an effective protective coating it 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 is preventing the timber from drying and consequently failing, and to reapply the coating 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.

7. PRODUCTS

'Standard Products' covered by this warranty statement:

Product name	Mcode	Product name	Mcode	Product name	Mcode
Aero Leaning Rail	AR1	Concourse Seat	CML7	Monsoon Bin Enclosure	WBE-M
Arc Seat	ARC-S	Dog Tidy Bag Dispenser	DT	Park Bench	PB5
Aria Bench	CMA4	Escola Slim Bench	EB3	Park Seat	PS7
Aria Lookout Table	CMA4-T	Escola Table	ET7	Park Slim Bench	PB3
Aria Seat	CMA1	Flower Chair	FC1	Park Table	PT7
Aria Seating System	CMA	Forum Low Table	FT7	Plato Bin	LB6
Aria Table	CMA6	Forum Seat	FS7	PowerMe Outdoor Table	PM1.5
Ash Box	AC5	Frame Bin Enclosure	WBE-F	Semi Hoop	BST03
Ash Cylinder	AC1	Frame Planter	PT3	Silva Grate	GR1, GR2
Ash Smoko	AC3	Linea Bench	LIB6	Silva Guard	TG6
Cafe Table	T1	Linea Cube	LIC6	Silva Integrate System	TG6, GR
Cafe Stool	S1	Linea Seat	LIS10	Simple Bin	LB4
Classic Galleria Bench	CMG4	Linea Table	LIT10	Slim Bollard	SLIM
Classic Galleria Seat	CMG1	Mall Bench	CMM4	Slim Hoop	BST02
Classic Galleria Slim Bench	CMG8	Mall Slim Curved Bench	CMM8-C	Spiral Hoop	BST04
Classic Galleria Table	CMG6	Mall Platform	CMM9	Termini Seat	CMT1
Classic Plaza Bench	CMP4	Mall Seat	CMM1	Traditional Bollard	B4
Classic Plaza Platform	CMP9	Mall Slim Bench	CMM8	Victorian Bollard	B1
Classic Plaza Seat	CMP1	Mall Sun Lounge	CMMS	Wide Bollard	WIDE
Classic Plaza Table	CMP6	Mall Table	CMM6	Wide LED Bollard	WIDE-LED
Classic Promenade Seat	CMR1	Monsoon Bin	LB8	'Slug' Seat Divider	SD1

'Drinking Fountains' covered by this warranty statement:

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

'Special Products' covered by this warranty statement:

Product name	Mcode	Product name	Mcode
PowerMe Indoor Table (electronics only)	PM1.0	PowerMe Outdoor Table (electronics only)	PM1.5