

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 SFA 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
Customised products*	One (1) Year
Drinking fountains	One (1) Year
Electrical components	One (1) Year

** The applicable warranty period excludes timber as it is a natural material. SFA only uses select grade timber, however, due to its natural variability and vulnerability to climatic conditions, SFA guarantees timber for a period of 3 months from the date of delivery.*

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 SFA without incorporating any SFA 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

Timber

Timber is a natural material. If not maintained using an effective protective coating it is vulnerable to climatic conditions and may split or deform. Any imperfections of natural materials should not be considered as faults but a typical characteristic of these crafted products.

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.

Any imperfections deemed faulty need to be identified and reported to SFA within 3 months from the date of delivery.

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.

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' and 'Customised products' covered by this warranty statement:

Product name	Mcode	Product name	Mcode	Product name	Mcode
Aero Leaning Rail	AR1	ChilIOUT Tree (structure only)	CT1	Mall Sun Lounge	CMMS
Arc Seat	ARC-S	Concourse Seat	CML7	Mall Table	CMM6
Aria Bench	CMA4	Dog Tidy Bag Dispenser	DT	Monsoon Bin 80L	LB8
Aria DDA Table	CMA6-DDA	Escola Bin Enclosure	WBE-E	Monsoon Bin Enclosure	WBE-M
Aria Long Communal Table	CMA6-L	Escola eBin Enclosure (body only)	EBIN-E	Park Bench	PB5
Aria Seat	CMA1	Escola Slim Bench	EB3	Park DDA Bench	PB5-DDA

Aria Seating System	CMA	Escola Table	ET7	Park DDA Seat	PS7-DDA
Aria Table	CMA6	Flower Chair	FC1	Park DDA Table	PT7-DDA
Ash Box	AC5	Forum Low Table	FT7	Park Seat	PS7
Ash Cylinder	AC1	Forum Seat	FS7	Park Slim Bench	PB3
Ash Smoko	AC3	Frame Bin Enclosure	WBE-nF	Park Table	PT7
Cafe Macchiato Table	T7	Frame Planter	PT3	Plato Bin 80L	LB6
Cafe Round Table	T1	Linea Bench	LIB6, LIB7	PowerMe 2 Table (body only)	PM2
Cafe Stool	S1	Linea Bike Stand NEW	BST07	Semi Hoop	BST03
Classic Galleria Bench	CMG4	Linea Bollard NEW	B6	Silva Grate	GR1, GR2
Classic Galleria DDA Seat	CMG5	Linea Cube	LIC6	Silva Guard	TG6
Classic Galleria DDA Table	CMG6-DDA	Linea Curved Bench	LIB6-C, LIB7-C	Silva Integrate System	TG6, GR
Classic Galleria Mitred Slim Bench	CMG8-M	Linea Lookout Table NEW	LIT6	Simple Bin 80L	LB4
Classic Galleria Seat	CMG1	Linea Platform NEW	LIP9	Slim Bollard	SLIM
Classic Galleria Slim Bench	CMG8	Linea Seat	LIS10	Slim Hoop	BST02
Classic Galleria Table	CMG6	Linea Sun Lounge NEW	LISS	Slug, seat divider	SD1
Classic Plaza Back-to-Back	CMP1A	Mall Bench	CMM4	Spiral Hoop	BST04
Classic Plaza Bench	CMP4	Mall Curved Slim Bench	CMM8-C	Termini Seat	CMT1
Classic Plaza DDA Seat	CMP5	Mall DDA Seat	CMM7	Traditional Bollard	B4
Classic Plaza DDA Table	CMP6-DDA	Mall DDA Table	CMM6-DDA	Victorian Bollard	B1
Classic Plaza Platform	CMP9	Mall Mitred Slim Bench	CMM8-M	Wide Bollard	WIDE
Classic Plaza Seat	CMP1	Mall Platform	CMM9	Wide LED Bollard	WIDE-LED
Classic Plaza Table	CMP6	Mall Seat	CMM1		
Classic Promenade Seat	CMR1	Mall Slim Bench	CMM8		

'Drinking fountains' covered by this warranty statement:

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

'Electrical components' covered by this warranty statement:

Product name	Mcode	Product name	Mcode
PowerMe 2 Table (electronics only)	PM 2.0	ChillOUT Tree (electronics only)	CT1