

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	Aria Seat	CMA-3S	Cafe Macchiato Table	T7
Arc Seat	ARC-S	Aria Seating System	CMA	Cafe Round Table	T1
Aria Bench	CMA4	Aria Table	CMA6	Cafe Stool	S1
Aria DDA Table	CMA6-DD A	Ash Box	AC5	Classic Galleria Bench	CMG4
Aria Long Communal Table	CMA6-L	Ash Cylinder	AC1	Classic Galleria DDA Seat	CMG5
Aria Lookout Table	CMA4	Ash Smoko	AC3	Classic Galleria DDA Table	CMG6-DD A

Product name	Mcode	Product name	Mcode	Product name	Mcode
Classic Galleria Mitred Slim Bench	CMG8-M	Frame Bin Enclosure 120L, with wide battens	WBE-nF1 20-WBAT	Linea Planter	LP3
Classic Galleria Seat	CMG1	Frame Bin Enclosure 240L, with battens	WBE-nF2 40-BAT	Linea Planter, Battened	LP3-BAT
Classic Galleria Slim Bench	CMG8	Frame Bin Enclosure 240L, with panels	WBE-nF2 40-PAN	Linea Platform	LIP9
Classic Galleria Table	CMG6	Frame Bin Enclosure 240L, with wide battens	WBE-nF2 40-WBAT	Linea Seat	LIS10
Classic Plaza Back-to-Back	CMP1A	Frame Dual Bin Enclosure 120L, with battens	2WBE-nF 120-BAT	Linea Sun Lounge	LISS
Classic Plaza Bench	CMP4	Frame Dual Bin Enclosure 120L, with panels	2WBE-nF 120-PAN	Linea Table	LIT10
Classic Plaza DDA Seat	CMP5	Frame Dual Bin Enclosure 120L, with wide battens	2WBE-nF 120-WBAT	Linea VT Bench	LVB6
Classic Plaza DDA Table	CMP6-DD A	Frame Dual Bin Enclosure 240L, with battens	2WBE-nF 240-BAT	Linea VT Bench (Wall)	LVB7
Classic Plaza Platform	CMP9	Frame Dual Bin Enclosure 240L, with panels	2WBE-nF 240-PAN	Linea VT Curved Bench	LVB6-C
Classic Plaza Seat	CMP1	Frame Dual Bin Enclosure 240L, with wide battens	2WBE-nF 240-WBAT	Linea VT Curved Bench (Wall)	LVB7-C
Classic Plaza Table	CMP6	Frame Planter	PT3	Linea VT Curved Seat	LVS10-C
Classic Promenade Seat	CMR1	Frame Planter, Battened	PT3-BAT	Linea VT Seat	LVS10
Concourse Seat	CML7	Frame Round Planter	PT2	Mall Bench	CMM4
Dog Tidy Bag Dispenser	DT	Frame Round Planter, Battened	PT2-BAT	Mall Curved Slim Bench	CMM8-C
Escola Bin Enclosure 120L	WBE-E120	Linea Bar Table	LBT10	Mall DDA Seat	CMM7
Escola Bin Enclosure 240L	WBE-E240	Linea Bench	LIB6	Mall DDA Table	CMM6-DD A
Escola eBin Enclosure 120L	EBIN-E120	Linea Bench (Wall Mount)	LIB7	Mall Mitred Slim Bench	CMM8-M
Escola eBin Enclosure 240L	EBIN-E240	Linea Bike Stand	BST07	Mall Platform	CMM9
Escola eBin Enclosure 240L	EBIN-E240	Linea Bollard	B6	Mall Seat	CMM1
Escola Slim Bench	EB3	Linea Cube	LIC6	Mall Slim Bench	CMM8
Escola Table	ET7	Linea Curved Bench	LIB6-C	Mall Sun Lounge	CMMS
Flower Chair	FC1	Linea Curved Bench (Wall Mount)	LIB7-C	Mall Table	CMM6
Forum Low Table	FT7	Linea Curved Seat	LIS10-C	Monsoon Bin 80L	LB8
Forum Seat	FS7	Linea DDA Table	LIT10-DD A	Monsoon Bin 80L, fluted	LB8-FLU
Frame Bin Enclosure 120L, with battens	WBE-nF1 20-BAT	Linea Lookout Bar Table	LBT6	Monsoon Bin 80L, battened	LB8-BAT
Frame Bin Enclosure 120L, with panels	WBE-nF1 20-PAN	Linea Lookout Table	LIT6	Monsoon Bin Enclosure 120L	WBE-M120

Product name	Mcode	Product name	Mcode	Product name	Mcode
Monsoon Bin Enclosure 240L	WBE-M240	Piatto Chair	PC7	Simple Bin 80L, battened	LB4-BAT
Park Bench	PB5	Piatto Love Seat	PC7	Slim Bollard	SLIM
Park DDA Bench	PB5-DDA	Piatto Stool	PS1	Slim Hoop	BST02
Park DDA Seat	PS7-DDA	Piatto Bar Stool	PS1	Slug, Seat Divider	SD1
Park DDA Table	PT7-DDA	Piatto Table	PT1	Spiral Hoop	BST04
Park Seat	PS7	Piatto Coffee Table	PT1	Termini Seat	CMT1
Park Slim Bench	PB3	Semi Hoop	BST03	Traditional Bollard	B4
Park Table	PT7	Silva Grate	GR1, GR2	Victorian Bollard	B1
Plato Bin 80L	LB6	Silva Guard	TG6	Wide Bollard	WIDE
Plato Bin 80L, fluted	LB6-FLU	Silva Integrate System	TG6, GR	Wide LED Bollard	WIDE-LED
Plato Bin 80L, battened	LB6-BAT	Simple Bin 80L	LB4		

'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 2.5 Table (electronics only)	PM 2.0	ChillOUT Tree (electronics only)	CT1