

Parts Promise

WHAT IS OUR PARTS PROMISE?

Street Furniture Australia will ensure customers will be able to purchase spare parts for the entire life of their product or for a period of up to five years after the product has been discontinued.

Our Parts Promise applies to the standard product range.

WHY DO WE OFFER THIS?

We believe our responsibility to the customer lasts long after the point of installation.

The ability to access spare parts, combined with our [warranty](#), gives customers peace of mind in knowing their products can last for decades with correct maintenance.

Additional benefits include minimising whole-of-life cost and treading more lightly on the planet.

WHAT HAPPENS WHEN A PRODUCT IS DISCONTINUED?

Street Furniture Australia rarely discontinues products however when this occurs we make sure tooling is maintained so that parts can be made to order for up to five years.

HOW CAN CUSTOMERS ORDER PARTS?

Simply call 1800 027 799 or go to streetfurniture.com/au/order-spare-parts

Please have your original order number ready to ensure the precise parts and colours are specified. Alternatively you can speak to one of our sales consultants.

WHAT IS THE LEAD TIME FOR PARTS?

From order placement to dispatch, this period is normally 1-2 weeks. This includes picking, powder coating and handling. The lead time may be longer depending on product complexity and warehouse stock levels.