

Product Warranty – the Statewide Lifetime Warranty

Statewide Office Furniture Pty Ltd ('Statewide') is an Australian owned company specialising in the manufacture and supply of steel office storage products. The Statewide Manufacturing plant is located in Kingsgrove NSW.

All Statewide Australian manufactured products are protected by the Statewide Lifetime Warranty ('SLW') as set out below. The Statewide Lifetime Warranty is in addition to any other rights the consumer may have under the Australian Consumer Law.

1. SLW subject to Terms and Conditions:

- (a) The SLW is set out herein and is to be read in conjunction with the Statewide general terms and conditions. Where there is an inconsistency between these SLW terms and conditions and the Statewide general terms and conditions the former shall prevail to the extent of any inconsistency.

2. SLW:

- (a) Except for the *Excluded parts*, or *Limited parts*, all products manufactured by Statewide from their Australian factories shall be repaired or replaced during the Lifetime of the Product ('LOP') where the product is damaged or fails as a result in a defect in the manufacturing process, or as a result of a fault of the product or parts, subject to these terms and conditions.
- (b) The LOP shall mean the earlier of 99 years and the transfer of ownership of the product.
- (c) The SLW shall not apply to products or parts: damaged as a result of the product or part not being used according to the purpose for which the product was designed, used otherwise incorrectly, damage caused by accident, neglect, misuse or improper operation, maintenance performed by any person other than an authorised Statewide representative, as a result of the product being moved from its original delivery location, including movements within a building or office, or fair wear and tear, or natural variations given the product's age. A certificate signed by an authorised Statewide inspector that the damage or fault is not damage or a fault attributable to the manufacturing process or other defect in the product is conclusive proof that the SLW shall not apply.
- (d) Where the SLW applies Statewide will replace or repair the product without cost to the Customer, subject to delivery.

- (e) Statewide reserves the right to replace defective parts of the product with parts and components of similar quality, grade and composition where an identical part of component is not available. Refurbished parts may be used to repair the goods.

3. Manufacturing irregularities:

- (a) The Customer acknowledges that the manufacturing process may produce superficial blemishes to the goods, including irregularity in the powder coating, weld marks, as well as other markings on the non-visible surfaces of the goods (once installed) ('superficial defects'). The Customer shall make no warranty claim, delay payment or seek to return the goods by reason of a superficial defect.

4. Excluded parts:

- (a) The following parts are *Excluded parts* and not covered by the SLW:
 - (i) Any lock, including but not limited to: digital and mechanical combination
 - (ii) any accessory or components not manufactured by Statewide but used in or forms part of the product.
- (b) The Excluded parts shall be subject to the warranty provided by the original manufacturer, details of which will be supplied upon request.

5. Limited parts:

- (a) The following parts are *Limited parts* and subject to the SLW expiring upon the earlier of 10 years and transfer of ownership:
 - (i) Latch and key locking mechanisms
 - (ii) Ball bearing drawer runners
 - (iii) Tambour doors
 - (iv) Timber and other seat materials.
 - (v) Castors
- (b) The warranty period shall commence to run from the date of delivery of the product.

6. Warranty claim and cost of returns:

- (a) Upon fault covered by the SLW the Customer must give notice by:
 - (i) contacting the original place of purchase, which shall then submit a warranty claim to Statewide on the Customer's behalf.
 - (ii) email our customer service department at info@statewideoffice.com.au.
 - (iii) giving written notice to Statewide at 6-8 Garema Circuit, Kingsgrove NSW 2208.

- (b) Any warranty claim must be accompanied by:
 - (i) full proof of purchase
 - (ii) full particulars of the alleged defect
 - (iii) supporting evidence in the form of photographs and maintenance reports.

- (c) If requested, the Customer must make the product available to Statewide or its authorised representatives for inspection and testing. If after such inspection and testing there is no observable defect the Customer shall pay the reasonable costs of Statewide's representative for the attendance, evaluation and testing.

- (d) The Customer shall be liable to pay all freight costs to and from Statewide to have the product repaired or replaced.

- (e) Where a product is found to be defective and subject to the SLW the repair or replacement of the product shall be the absolute limit of Statewide's liability.