

WARRANTY

PRODUCT WARRANTY DETAILS

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Product Warranty

The following Warranty outlines Howgroup's commitment to the products it manufactures. The Warranty is for the initial purchaser only and is not transferable to a third party.

Warranty Period

Loose furniture:	5 years
Workstations:	10 years
Seating:	5 years
Storage:	10 years

Warranty Details

This Warranty applies as follows:

- The Warranty period runs from the date of manufacture and covers defects in materials and craftsmanship detected during normal use.
- This is an Australian Warranty, and only enforceable within the boundaries of Australia. If a product is found to be defective and notice is given to Howgroup within the applicable Warranty Period, then Howgroup will (at its own discretion) either repair the defective product, or replace with a comparable product.
- The Warranty Period is dependent upon normal commercial use, and intended to apply to a product used for not more than 40 hours per week.
- Is limited to damage or fault arising from normal commercial use for which the product has been designed, and excludes general wear and tear.

This Warranty does not apply:

- To goods which are misused or mistreated.
- If the ongoing level of usage is found to be greater than 40 hours per week, Howgroup reserves the right to proportionately reduce the Warranty Period accordingly.
- To normal wear and tear.
- All seating has a maximum weight capacity of 120 kgs.
- When damage is caused (after original delivery) by transportation or other movement of the product, or as a result of any alterations carried out without the prior written authorisation by Howgroup.
- When damage is caused for use other than which the product has been designed or intended.
- For any use of the Customer's own or third party material requested to be used in the manufacture or upholstery of a product. (Howgroup may give advice if requested, however will not be ultimately responsible if the client's fabric or material selection results in a poor upholstery finish).
- To any natural variations occurring in timber or leather products.
- A product will not be considered to be defective (and Howgroup will be under no obligation to repair or replace) if it is not installed and used in accordance with Howgroup guidelines, whether written or verbal.
- How Group will not be responsible for the costs associated with the return of any faulty goods to the place of origin, nor any on-site repairs other than those associated with the actual repair of the goods as determined by How Group to be defective.