



# Warranty Policy

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## Warranty Policy

Area Safe Products Pty Ltd warrants that the AS Urban range of products will be free of defects for a period of 2 years (aluminium products) and 1 year (steel and timber products) from delivery date based on the following criteria:

- a) The product(s) were purchased directly from Area Safe Products Pty Ltd
- b) The product(s) have been maintained according to the applicable product specifications and furniture care document(s) – see AS Urban website
- c) The product(s) have been installed according to the product installation guide
- d) The claim is made by the original purchasing entity stated on the Area Safe Products Pty Ltd tax invoice
- e) The claim is made within the 2-year or 1-year warranty period
- f) The claim is made in writing to Area Safe Products Pty Ltd who will respond and advise the process that will be taken to review and rectify the defect

A defect is defined as a fault(s) of the workmanship or the materials (excluding natural products such as timber) that hinders the product from performing its original purpose in which it was designed to perform.

Warranty does not cover:

- a) Defects as a result of vandalism, theft, negligence, abuse, accidents
- b) Defects as a result of cleaning chemicals used on the product or the area nearby the product including acid washing (refer furniture care document for cleaning guidelines)
- c) Cosmetic changes such as discoloration, fading, crazing, or leaching (see AS Urban 'Furniture Care Timber Leaching' document)
- d) Defects as a result of product materials or structures altered or changed by a person or company other than Area Safe Products Pty Ltd
- e) Steel products (excluding stainless steel and aluminium) installed within 5km (direct line) from salt water
- f) Timber or natural products – Timber has a natural tendency to open, close, split or leach with changes in weather conditions and exposure to UV (sunlight). Area Safe Products cannot guarantee this general wear & tear after delivery has taken place. Our QA systems will identify and replace any timber defects prior to delivery. Area Safe Products only use FSC & PEFC certified timbers.
- g) Any loss or damage to surrounding surfaces or elements above or below the ground as a result of the defect and/or the rectification
- h) The cost of labour involved as a result of the defect and/or the rectification
- i) The cost of product assembly or disassembly, installation or de-installation as a result of the defect and/or the rectification
- j) The cost of freight to and from Area Safe Products as a result of the defect and/or the rectification