

Otes Green Pty Ltd - Product Warranty Information

as of 10th July 2015

IMPORTANT: Please ensure that all salesperson in your store have read the following information in regards to Otes Green products, and inform the customers of these terms and conditions. Failed to do so may void the warranty offered by Otes Green.

Otes Green warranty is in addition to the rights granted by relevant State and Federal laws, and in particular the Trade Practice Act 1974 and corresponding State Fair Trading legislation.

Otes Green Warranty Definition

Otes Green manufacturers' warranty is offered to the original purchaser to rectify, repair or replace any defects in materials or workmanship in manufacturing. In the event that the products are beyond repairable or

Warranty Period

Otes Green Furniture products (including lounge suites, lounge rooms, dining room and occasional products) are covered by a 2 year manufacturers' warranty. All other Otes Green products (including lighting and homewares) are offered 1 year warranty.

Warranty Conditions and Exclusions

It is important for the stores and resellers to provide final purchaser with sufficient information in regards to product care and warranty, failed to do so will void the warranty offered by Otes Green. Also please ensure that customers keep the receipt as a proof of purchase to validate the warranty to the stores.

Other warranty conditions include:

- This warranty is conditional upon the product being used for the purposes and in the manner for which the product is designed.
- This warranty covers faulty materials, faulty workmanship and structural defects only.
- Otes Green reserves the right to determine whether or not the product is defective and whether the fault (if any) was caused by faulty materials or workmanship.
- Otes Green reserves their right to determine whether the goods shall be repaired or replaced.
- Otes Green's liability is limited to the repair or replacement only of the goods or part thereof and no indirect or consequential loss or damage.
- Otes Green is not liable to the transit and handling cost from the final Otes Green delivery point (such as freight company depots, warehouses and shopfronts). All faulty products must be delivered back to the point where Otes Green delivered.
- This warranty only applies to the original purchaser of the product and is not transferable.

Otes Green furniture and products are designed for domestic use only, therefore Otes Green warranty does not cover:

- Normal wear and tear, misuse, neglect, fire or accidental damage such as surface scratches, dents, chips, markers, rips, wearing, piling, creasing or fading of fabric or leather. Softening of foam should be expected as a result of normal use and should not be confused with loss of resiliency.
- Furniture used for commercial, rental trade, institutional or other non residential use.
- Damage directly or indirectly caused by incorrect assembly of self assembly products. Products must be assembled in accordance with installation instructions provided.
- Damage indirectly or directly caused by unauthorised repair, alteration or modification.
- Any damage caused by improper handling such as dragging the furniture.
- Damage caused by improper cleaning.
- Discolouration of leather or fabric coverings resulting from exposure to direct sunlight, extreme heat or similar conditions.
- Damage during handling and transportation of the product by the customer or their contractor.

Finally, **all faults/defects should be reported to Otes Green within reasonable period** to avoid any further damage. The decision made by Otes Green on any claim under this warranty shall be final and binding, and Otes Green reserves the right to charge for any service not covered by this Warranty. For any warranty issues and enquiries, please contact Otes Green representatives.

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