



## ACCESS PANELS LIFETIME WARRANTY

This Access Panels **LIFETIME** warranty is provided by:

**TradeMark Wholesale** ABN 40 601 801 147

**Sydney Warehouse / Head Office:** Unit 2 / 62 Marigold Street Revesby NSW 2212 Australia

**Melbourne Warehouse:** Unit 22 / 260 Wickham Road Highett VIC 3190

**Brisbane Warehouse:** Unit 2 / 576 Boundary Road Archerfield Brisbane 4108 Australia

### Other RIGHTS

The benefits given by these warranties are additional to other rights and remedies that you may have under laws relating to our products. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law (contained in Schedule 2 of the Competition and Consumer Act 2010 (Cth)) (Consumer Guarantees). These include that our products will be of 'acceptable quality' and fit for purpose. If we fail to comply with a consumer guarantee, you will be entitled to have the product replaced, repaired or refunded.

The remainder of this document does not impose any limitation on, or precondition to the exercise of rights in accordance with, the Consumer Guarantees.

### Lodging a warranty claim

To make a claim under the warranties, please contact the TradeMark Wholesale (TMWS) authorised distributor from whom you purchased the product. Otherwise, you may send details of your warranty claim directly to TMWS by email to [sales@tmws.com.au](mailto:sales@tmws.com.au)

Once your claim is received, a representative of TMWS (without prejudice) will determine whether your warranty claim is valid and, if it is, will inform you how TMWS will honour it. Any costs you incur in making this warranty claim are your responsibility and not covered by this warranty.

After you lodge a warranty claim, TMWS may, before providing warranty service, require that you provide proof of purchase, respond to questions designed to assist with diagnosing potential faults and follow TMWS' procedures for obtaining warranty service. You must respond to all requests promptly and at your own expense.

### General Warranty Statement

Subject to the Consumer Guarantees, Global Trade Supplies Pty Ltd T/as **TradeMark Wholesale** warrants all TradeMark Access Panels against defects in materials under normal use as specified below:

If you submit a valid claim (other than a claim under the Consumer Guarantees), TMWS will, at its option:

- (i) repair the product;
- (ii) replace the product with a product that is at least equivalent to the original product in function and quality; or
- (iii) refund the purchase price. When a product or component is replaced or refunded, any replacement item becomes your property and the replaced item becomes the property of TMWS.

These warranties are subject to the exclusions and conditions below. Where an additional warranty has been issued by TMWS, the terms of that additional warranty prevail to the extent of any inconsistency (this does not apply to a claim under the Consumer Guarantees).

### **Warranty Inclusions**

- Moving parts, such as; brackets, braces, springs, locks and frames
- Gaps not within tolerance of specs provided
- Panel abnormality / bent / stretched before installation
- Broken welds

### **Warranty Exclusions**

These warranties (other than the Consumer Guarantees) do not apply to products that:

- Have been damaged prior to installation;
- Have not been purchased from a TMWS distributor;
- Have been modified or changed without approval from TMWS
- The fitting or use of components not supplied by TMWS
- A component that was not manufactured or supplied by TMWS, including the failure of such a component
- Not stored indoors in a dry place
- Normal wear and tear
- Installed outdoors or 1km from the ocean
- Installed in open rooms where moisture can enter with doors and windows open
- Water Leaks and Moisture in walls and or ceilings which; will potentially swell MDF Panels and potentially rust materials made of metal.
- Have not been installed in accordance with TMWS then current installation guidelines as per provided per panel.
- MDF swelling due to the environmental conditions (once installed).