

Operable Wall Hardware

IMPORTANT NOTICE.

Our goods come with guarantees that cannot be excluded under the Consumer Guarantees Act 1993.

You are entitled to a replacement, repair or refund for a failure and compensation for any other reasonably foreseeable loss or damage. You are entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality.

This warranty is given by Häfele New Zealand Ltd (Häfele).

Verification of purchase date will be required should you need to make a claim under this warranty.

Terms of Warranty

- This warranty covers all Operable Wall Hardware (OWH) marketed and distributed by Häfele in New Zealand.
- This warranty is valid in relation to any defect which appears within 7 Years from the date of purchase.
- The warranty guarantees that the product will be replaced, refunded or repaired (at Häfele's option) if any materials or components are defective.
- The reasonable expenses of claiming the warranty will be borne by Häfele. If you incur any such expenses, you may obtain reimbursement by contacting Häfele by mail, phone or email using the contact details set out above.

Conditions

Häfele liability under this warranty includes repair or exchange of the goods. Repairs under this warranty do not extend the warranty period and do not initiate a new warranty period. The replacement parts fitted ends together with the warranty for the entire product. This warranty shall be invalidated:

1. If the OWH is not installed to comply with the installation instructions and maintenance sheet provided with the packaging, giving rise to the fault.
2. If the installation of the OWH does not comply with the regulations or codes of practice.
3. If the OWH is misused or abused, or operated outside the instructions contained in the instructions for use and installation.

This warranty does not extend to:

1. Damage to surface coatings caused by cleaning or maintenance, impact or using products not recommended for general cleaning.
2. Defects caused by normal wear and tear, accident, negligence, alteration or misuse.
3. A Mixer Tap dismantled, repaired or serviced by any serviceman other than an authorised service agent.

Service

Should you require warranty service please contact Häfele on 0800 442 335 or by emailing sales@hafele.co.nz. Service call charges to attend any fault excluded by this warranty or where the product is found to be in full operating condition must be borne by the owner.

Warranty Details

Purchaser's Name: _____

Address: _____

Model # OWH: _____

Date of Purchase: _____

The benefits given to you by this warranty are in addition to any other rights or remedies you may have under a law in relation to the goods or services to which the warranty relates.