

Southern Design Group Door Furniture Extended Warranty (Australia)

Warranty Card

1. Who is Southern Design Group

SDG Trading Pty Ltd ACN 008 154 041 (**'we'** or **'us'** or **'our'**) designs, manufactures and sells products including, but not limited to, door levers, door knobs, pull handles, cabinetware, locks and latches under certain brand names which include:

- 1.1 Bankston Architectural;
- 1.2 Iver; and
- 1.3 TradCo.

2. What does this warranty cover?

2.1 Subject at all times to the limitations and exclusions set out in this warranty, this warranty covers any defects to our door furniture products (door levers, door knobs, pull handles, locks and latches) and any defects to a limited range of our finishes listed below (together the **'Warranty Products'**):

TradCo	Iver	Bankston
Chrome Plate; Satin Chrome; Polished Nickel; and Rumbled Nickel	Polished Chrome; Brushed Chrome; Polished Nickel; Distressed Nickel; and Brushed Gold PVD	Polished Chrome Champagne PVD

2.2 All other products and finishes that are not listed above in section 2.1 are covered by standard consumer guarantees under the Australian Consumer Law (see also section 9 below).

3. What is not covered by this warranty?

There are various circumstances under which the Warranty Products will not be covered by this warranty and we will not assume any liability for such circumstances. These include, but in our absolute discretion, are not limited to:

- 3.1 Any damage or defect of any Warranty Product caused by or resulting from:
 - 3.1.1 alterations or modifications not made by us;
 - 3.1.2 accidental damage;
 - 3.1.3 improper care or maintenance;

- 3.1.4 misuse, negligent, reckless or wilful damage or abuse;
 - 3.1.5 wear and tear which may result in scratches or blemishes on the surface of the Warranty Product; or
 - 3.1.6 improper installation or a failure to comply with the '*Installation, Care & Maintenance*' section (see section 11 below).
- 3.2 Minor defects that do not affect the workings of a Warranty Product can be a normal part of the manufacturing process. If any of our Warranty Products are sold to you with such a minor defect, please contact your place of purchase for assessment. We may, in our sole and absolute discretion, replace or provide a substitute.
- 3.3 This warranty does not extend to second-hand Warranty Products where you were not the original buyer.
- 3.4 This warranty also does not extend to any Warranty Products purchased from:
- 3.4.1 any seller that is not one of our wholesale account holders ('**Authorised Reseller**'); or
 - 3.4.2 any online auction, daily deals, discount shopping or similar websites.

4. Why are not all our finishes covered?

Our range of living, lacquered and powder coated finishes are intended to either form a patina and/or change with use over the life of the product, thereby adding character to the product. The following finishes are not covered by this warranty:

TradCo	Iver	Bankston
Polished Brass; Unlacquered Polished Brass; Satin Brass; Unlacquered Satin Brass; Antique Brass; Antique Copper; Satin Nickel; Matt Black; Antique Finish; and Polished Metal	Polished Brass; Brushed Brass; Signature Brass; Satin Nickel; Matt Black; and Signature White	Smooth Nickel; Brushed Champagne; Nero; Neutralis; Patinated Bronze; Bronze; Aluminium; Bone; American Walnut; and Portoro Gold

5. How long does this warranty last?

- 5.1 The warranty period for each Warranty Product will vary depending on the nature and finish of the Warranty Product.
- 5.2 Subject to the eligibility criteria set out in section 6 and the limitations and exclusions set out in this warranty, the warranty periods are:
 - 5.2.1 the finishes set out in section 2.1 are covered by a lifetime warranty when purchased on or after 1 August 2023; and

5.2.2 any of our door furniture products are covered for a warranty period of 10 years when purchased on or after 1 July 2018,

in each case from the date of purchase of the relevant Warranty Product (**'Warranty Period'**).

6. **Eligibility**

Subject to the terms of this warranty, you may be eligible for this warranty if you:

- 6.1 have purchased the Warranty Product from an Authorised Reseller;
- 6.2 are the original buyer of the Warranty Product;
- 6.3 provide proof of purchase from an Authorised Reseller such as, a tax invoice, receipt or bank statement;
- 6.4 make a claim within the Warranty Period; and
- 6.5 have complied with the terms of this warranty.

7. **What is the claim process?**

Please contact the Authorised Reseller you purchased the Warranty Product from regarding a Warranty Product that you consider has breached the terms of this warranty. They will contact us for assessment so we may determine whether to repair or replace that Warranty Product if appropriate.

8. **What will SDG do?**

- 8.1 If a Warranty Product does not meet our high-quality guarantee as outlined in this warranty, we will, at our sole discretion, replace (or replace with the nearest matching product if the original Warranty Product has been discontinued), repair or refund the cost of the faulty Warranty Product, provided that your claim satisfies the conditions and requirements of this warranty.
- 8.2 We will pay the costs of shipping a replacement Warranty Product to you. We will return only to the country of purchase. We do not assume liability for any labour charges relating to the removal or reinstallation of the Warranty Product.

9. **Australian Consumer Law statement**

Our goods come with consumer guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major product problem and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major product problem. You can learn more about your consumer rights [here](#).

10. **Limitation of Liability**

- 10.1 Our liability in respect of any defect in any of our Warranty Products and to which this warranty applies is limited solely to the cost of the Warranty Product that you purchased. We have the right to choose whether to repair, replace or refund the cost of any defective Warranty Product.
- 10.2 This warranty excludes all other warranties, conditions, offers, promises or assurances, whether express or implied, except to the extent that such warranties, conditions, offers, promises or assurances cannot by the operation of law be excluded.

Installation, Care & Maintenance

11. Installation – IMPORTANT – please read prior to installation

- 11.1 Warranty Products must be installed in accordance with our installation instructions that can be located at the product guideline links below at section 13 and in a workman like manner. We strongly recommend installation of any Warranty Product by an accredited and licensed service agent, technician or tradesperson.
- 11.2 **The following will damage our finishes and will void this warranty:**
 - 11.2.1 **harsh solvents, abrasive cleaners, scourers or corrosive substances such as turpentine, paint thinners or similar products; and**
 - 11.2.2 **painters tape, masking tape or similar products.**
- 11.3 **It is critical to ensure that you read all installation instructions prior to installation and follow the proper order of installation as follows:**
 - 11.3.1 **install the door hardware on raw/unfinished door using the instructions provided;**
 - 11.3.2 **remove door hardware and store safely;**
 - 11.3.3 **paint/finish door; and**
 - 11.3.4 **reinstall hardware.**
- 11.4 Some Warranty Products are provided with brass screws in order to accurately match the product finish with the fixings. All brass screws require pre-drilling. Please take extra care when fitting. We will not be responsible for any damage or loss if you do not adhere to these requirements together with those set out in the product guideline links below at section 13.
- 11.5 We attempt to match finishes of the screws and our product as close as possible, however we cannot guarantee that the match will be exact. Where screws are provided, we will not be required to replace any screw or product based on there being a discrepancy between the finish of the screws and the product.

12. Minimum Maintenance Requirements

- 12.1 All Warranty Products should be cleaned regularly and in accordance with the detailed instructions found in our 'Finish Care and Maintenance' guide.
- 12.2 Any build-up of dirt, salt, rust or other corrosive contaminants should be removed as soon as possible to avoid any damage or stains to your Warranty Product.
- 12.3 Please refer to the product guideline links below at section 13 for any maintenance requirements that your Warranty Products may have.

13. Resources – Installation, Care & Maintenance and Resellers

Further information on our products, finishes, fitting instructions, templates, care & maintenance information and instructional videos and a list of our Authorised Resellers can be found at our websites:

13.1 **Bankston Architectural**

Product guidelines bankston.com/au/resources

Authorised Resellers bankston.com/au/contact

13.2 **Iver**

Product guidelines iver-life.com/au/resources

Authorised Resellers iver-life.com/au/retailers

13.3 **Tradco Hardware**

Product guidelines tradco.com.au/resources

Authorised Resellers tradco.com.au/where-to-buy