

**DAVELL**

AUSTRALIAN MADE &amp; OWNED - SINCE 1946

Davell Products Pty Limited ABN 30 278 820 595

## Quality Steel Office Furniture and Storage Solutions

PO Box 524 Sutherland NSW 1499 • t. (02) 9521 4333 • f. (02) 9521 6191 • e. [davell@davell.com.au](mailto:davell@davell.com.au) • [www.davell.com.au](http://www.davell.com.au)

### Product Warranty

All Davell manufactured products come with guarantees that cannot be excluded under the Australian Consumer Law.

You are entitled to a replacement or refund for a major failure and for 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 failure.

In addition to your rights under the Australian Consumer Law, all Davell Australian manufactured products are protected by a comprehensive **Lifetime Warranty** covering parts and labour, subject to the following terms and conditions:

#### COVERED FOR THE LIFETIME OF A PRODUCT

The following are covered for the lifetime of the product:

- 1.1 All moving parts, including hinges.
- 1.2 Defects in paint finish found to be caused by a manufacturing error in application or failure to properly protect goods for transport to initial delivery point.
- 1.3 Spot welding points.
- 1.4 Wheels and bearings.

#### ITEMS COVERED FOR A PERIOD OF ONE (1) YEAR ONLY

The following are not covered for the lifetime of the product, but rather for one (1) year from purchase or replacement under warranty:

- 1.5 All electronic or battery operated products (including wiring harnesses).
- 1.6 All locking mechanisms.
- 1.7 Gas struts and castors.

#### NOT COVERED BY WARRANTY

The following matters are not covered by this warranty:

- 2.1 Paint finish/corrosion where damaged by misuse or placement in exterior locations or areas of extreme environmental conditions, including high humidity, salt or chlorinated air.
- 2.2 Vandalism or excessive force, both on fixed and moving components.
- 2.3 Damage in transport after initial delivery, unless prior arrangements have been made for additional packaging.
- 2.4 Damage caused by unauthorised attempts by untrained repair personnel.
- 2.5 Mobile Shelving units not installed by Davell trained employees or Davell's directly paid sub-contractors.
- 2.6 All Davell manufactured products exported to another country.

#### SERVICE, LABOUR AND DELIVERY CHARGES

- 3.1 Free service call(s), labour and delivery charges for any matter covered under this warranty.
- 3.2 Applicable charges, not exceeding those charged outside of contract, for any matter not covered under this warranty.
- 3.3 Where covered under warranty, we will endeavour to repair or replace the product or part as promptly as possible.
- 3.4 No claims may be made for costs associated with the inability to use the product during that period.
- 3.5 Davell retains the right to make a replacement in lieu of a repair. This replacement will be at no charge if covered under this warranty or at current costs if not covered under this warranty.

#### GENERAL CONDITIONS

The warranties provided above are all subject to the matters stated below:

- 4.1 Any defects in finish must be reported within seven (7) days of delivery.
- 4.2 A copy of the original purchase invoice must support all claims for warranty.
- 4.3 The warranty does not apply to second hand goods and is not transferable.
- 4.4 Claims under this warranty may only be made by contacting.
  - (a) Davell Products if purchased directly from Davell.
  - (b) The Davell distributor from whom the products were originally purchased.

#### Davell Products Pty Ltd

13 - 15 Monro Avenue  
KIRRAWEE NSW 2232  
FreeCall: 1800 069 105  
Phone: 02 9521 4333  
Email: [davell@davell.com.au](mailto:davell@davell.com.au)  
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