

Warranty Details

KAI39...Range of doors

1. Warranty

Karmy Pty. Ltd. (“Karmy”) warrants that this product is free from defects in workmanship and parts for a period of **3 years** from the date of purchase, subject to the terms set out in this document (“Warranty”).

2. Claiming on the Warranty

If you purchased a Karmy product and wish to claim on the Warranty, you must first contact Karmy at the contact details below and:

- A. provide Karmy with details of the claim on the Warranty;
- B. provide Karmy with proof of original purchase; and
- C. obtain a “Return Number” from Karmy.

Once you have received a Return Number, please securely pack and return the product to Karmy including a copy of the original proof of purchase and the Return Number. Karmy will assess your claim and, if in the reasonable opinion of KARMY the Warranty applies, Karmy will at its own option and cost:

- D. provide you with the same or similar KARMY product; or
- E. repair the product and return it to you; or
- F. refund the price you paid for the Karmy product.

3. Exclusions

Except as set out in this Warranty, Karmy is not liable for any other costs and expressly excludes the following:

1. Karmy products which have been improperly installed or fitted;
2. Karmy products which have not been properly maintained in accordance with Karmy’s care and maintenance recommendations;
3. Karmy products which have been used in a way or manner not within the scope and limitations of the specifications of the products (including Karmy products which are intended for domestic or residential use but are used in commercial or industrial applications);
4. fair wear and tear;
5. Karmy products which have been modified, altered or repaired without the written authorisation of Karmy;
6. Karmy products which have been subject to accident, abuse, misuse, neglect or damage;
7. defects or deterioration caused to Karmy products from being exposed to corrosives, including vapours, chemicals, abrasive compounds, contamination, pollution, coastal air, salt

- spray or high humidity that exceed the tolerances as set out by Karmy from time to time or cosmetic imperfections such tea-staining, finish tarnishing or superficial corrosion;
8. Karmy products which have had any of the brands, marks, patented plates, numbers or other information of Karmy on the products defaced or removed; and
 9. personal injury, property damage, consequential or economic loss, howsoever caused including any such injury, damage or loss that arises from your continued use of the product after a defect is observed or apparent.

If products are returned to Karmy which, in Karmy's reasonable opinion, do not fall within this Warranty, the products will be returned to you freight-collect or, where freight costs are unreasonably excessive, made available for you to collect.

4. Australian Consumer Law

The following guarantee applies only to a "consumer" as defined in the Australian Consumer Law:

Our goods 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.

5. Contact Details:

Karmy Pty. Ltd.

63-69 Noone Street, Clifton Hill, 3068

Ph: 03 9482 6400

Fax: 03 9482 6540

CARE AND MAINTENANCE

These doors can only be used internally. They should be painted, stained or sealed on all 6 sides before being hung as timber moves with changes in the surrounding environment and its moisture content. Light sanding is recommended on veneer doors. Do not sand veneers back more than 0.2mm as the substrate may be exposed. Do not use sandpaper with a grit value lower than 240 and always sand in the direction of the grain.

ELITE doors are guaranteed for three (3) years against factory defects that make them unserviceable or unfit for normal use.

Natural variations in the colour and texture of the timber are not to be considered defects. The timber and veneers used in doors are a natural product that will have significant variation in colour and grain pattern. A warp not exceeding 5mm on standard doors and 6mm on doors taller than 2040mm shall not be considered a defect. This guarantee does not apply under the following conditions:

- a) Doors that are improperly hung or do not swing freely.

b) Doors exposed to exterior elements.

This door has been made from select engineered paulownia timber and Hemlock veneer (alternatively the oak veneer doors have a 3mm oak veneer with a paulownia core). They have been bonded using 4mm moisture resistant MDF veneer on either side of the paulownia to provide the perfect smooth surface for the veneer to be bonded to. We offer you the latest technology available in door manufacturing to ensure you receive a door that will give warmth and style to your home for many years to come.

INSTALLATION and CARE OF DOORS.

The seller will not assume responsibility for handling, painting and other charges relating to the replacement of doors.

Doors must be accorded reasonable treatment by the purchaser and should be stored or hung in dry buildings, not in damp, moist or freshly plastered areas where the moisture content of the skins may increase abnormally leading to the development of warp.

The utility or structural strength must not be impaired in the fitting of the door, the application of hardware or cutting and altering the door for lights, louvres, panels or any other special details.

STORAGE:

Store doors laying flat on an even surface in a cool dry place away from damp and moisture.

INSTALLATION:

Always check the size of doors prior to installation. It is advisable to make door jambs approximately 6mm wider than the door to allow for hinges and paint. Some doors may need trimming to suit door jambs as most jambs are not square or level. Doors can be planed or machined by up to 5mm on all sides without affecting the integrity, strength and proportions of the door.

SEALING OF DOORS:

Before hanging, the entire door including the top and bottom edges must receive two coats of undercoat and two coats of paint. Only use water based acrylic paints on the doors (both the undercoats and topcoats should be acrylic), do not use oil based paints as they have an adverse effect on the panels of the door and will void your warranty. If staining, exterior grade varnish or sealer must be used to prevent undue absorption or moisture which may cause warping to occur.

PAINTING or POLISHING of DOORS:

Doors exposed to direct sunlight must be finished with light reflective colours to reduce the drying effect of sunlight on the door surface, which may cause warping or splitting to occur.

We recommend you use a professional painter or polisher to get the best appearance from the door. If you wish to stain or paint the door yourself and to avoid mistakes, ask for door "off-cuts" which the retailer will readily supply for you to practice on first to get the finish you are happy with.