

# Warranty Details

## KAI98...Range of Hardware and Bathroom Accessories

### 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.
10. Product must be inspected prior to installation, if a product has unacceptable defects, colour, or size, do not install. Should a faulty or damaged product be installed Karmy will not accept any labour claims for removal or replacement of product.

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 and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled to:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

#### **5. Contact Details:**

Karmy Pty. Ltd.  
36 Corio Quay Road, North Geelong, 3215  
Ph: 1300 774 774  
[Customerservice@schots.com.au](mailto:Customerservice@schots.com.au)

### **CARE AND MAINTENANCE**

We provide a 3-year warranty against mechanical defects for our entire range of door and cabinet hardware for domestic applications. This warranty is not extended to lacquering and plated finishes.

- Clean using soft cloth and mild soap
- Do not use harsh abrasive chemicals
- Note: The raw brass is a natural finish and is designed to slowly fade and patina over time.