

**WARRANTY**

**General**

Goods manufactured by NE Timber Benchtops 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.

**The warranty**

NE Timber Benchtops will repair or replace any product with a manufacturing or materials fault for the duration of the Guarantee period, that is not the result of normal wear and tear, or a natural characteristic of the material used. This Warranty only applies to the original customer, and is not transferable.

The natural features of timber result in finished products that display variation and individual characteristics. The total uniformity of colour and other grain characteristics cannot be guaranteed within one product.

Warranty claims relating to products specifically ordered to be supplied in raw unpolished finish will be limited to manufacturing or material faults which do not relate to the final finish.

The duration of warranty for solid timber products is 10 years.

**Exclusions**

This warranty does not apply to:

* Any damage caused by accident, abuse, neglect or negligence, or inappropriate solvents.
* Chips scratches or marks occurring in the timber.
* Products that have been modified.
* Normal wear and tear or fading of timber or upholstery.
* Any product that was sold with a defect, which was drawn to the customer’s attention before the purchase of the product.