

Since 1982

# TRADCO

Defining the Details

## Door Furniture Warranty (AUS)

### 1. Southern Design Group

SDG Trading Pty Ltd ACN 008 154 041 ('SDG', 'we' or 'us') is the wholesaler of products which include door levers, knobs, locks and latches under certain brand names which include:

1.1 TradCo

### 2. What does this warranty cover?

This warranty covers any defects in materials and workmanship of the following SDG products:

- door levers,
- door knobs,
- pull handles,
- locks, and
- latches,

together 'Warranty Products'.

This warranty is subject to the restrictions and qualifications set out below.

### 3. Eligibility

You are eligible for our warranty if you:

- 3.1 have purchased the Warranty Product from an authorised Reseller;
- 3.2 make a claim within the Warranty Period; and
- 3.3 have complied with the terms of this warranty.

### 4. How long does this warranty last?

This warranty is valid for ten (10) years from the date of purchase of your Warranty Product from an authorised Reseller ('Warranty Period').

### 5. What is not covered by this warranty?

Some of our product finishes are intended to be 'living finishes', the character of which is intended to change and develop as a result of time, touch and climate conditions. Further, the Warranty Products may be subject to normal wear and tear which could include scratches, or minor blemishes on the façade of the product. Accordingly, we do not warrant the condition, appearance or functionality of the finish of our products.

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 us. We may, in our sole and absolute discretion, replace or provide a substitute.

Any damage you have caused to your Warranty Product resulting from: accident, misuse, wilful damage or abuse, improper installation or a failure to comply with the 'Installation, Care & Maintenance' section below, is not covered by this warranty.

This warranty does not extend to second-hand Warranty Products where you were not the original buyer. This warranty also does not extend to any Warranty Products purchased from:

- 5.1 any seller that is not an Authorised Reseller; or
- 5.2 any online auction, daily deals, discount shopping or similar websites.

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## 6. What will SDG do?

If a Warranty Product does not meet SDG's high-quality guarantee as outlined in this warranty, we will, at our sole discretion, replace (or replace with the nearest matching product if it 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.

We will require you to provide a proof of purchase from an Authorised Reseller and dated within the Warranty Period, such as a tax invoice, receipt, or bank statement.

SDG will pay the costs of shipping a replacement Warranty Product to you. SDG will return only to the country of purchase, and we will not pay for any other taxes or freight or handling expense related to the product. SDG does not assume liability for any labour charges relating to the removal or reinstallation of the Warranty Product.

## 7. What is the claim process?

Please contact your place of purchase 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. Australian Consumer Law statement

***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 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.***

## 9. Limitation of Liability

SDG's 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. SDG has the right to choose whether to repair, replace or refund the cost of any defective Warranty Product.

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

### 10. Installation - IMPORTANT – please read prior to installation

Warranty Products must be installed in accordance with our installation instructions that can be located at the Resources paragraph below and in a workman like manner.

Some Warranty Products are provided with brass screws. 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 Guides detailed in the 'Resources' section below.

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. You agree that we will not be required to replace any stainless-steel screw or hinge based on there being a discrepancy between the finish of the stainless-steel screws and the solid brass hinges.

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## 11. Caring for your Warranty Product

Warranty Products have been made using the highest quality materials available to us and the most current manufacturing and finishing techniques. We consider the majority of our range of finishes to be 'living' finishes, the patina of which will change with use over the life of the product, thereby adding character to the item. Alternatively, we also provide durable plated and powder coated finishes (chrome, satin chrome, matt black and metallic).

Your Warranty Products has been designed and made to last you many years – use it, love it and care for it well.

## 12. Minimum Maintenance Requirements

All Warranty Products should be regularly and gently cleaned with a non-abrasive multi-purpose cleaner.

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.

Please refer to our resources below for any maintenance requirements that your Warranty Products may have.

## 13. Resources – Installation, Care & Maintenance and Resellers

Further information on our products and authorised Resellers, finishes, fitting instructions, templates, care & maintenance information and instructional videos and a list of our authorised Resellers for each Warranty Products can be found at our website:

13.1	<b>Tradco Hardware</b>	
	Product guidelines	<a href="http://tradco.com.au/resources">tradco.com.au/resources</a>
	Authorised Resellers	<a href="http://tradco.com.au/where-to-buy">tradco.com.au/where-to-buy</a>