

Warranties & Trading Terms

H.M. Cowdroy Pty Ltd. - Products Warranty.

Cowdroy warrants its products to be free from defects in material and workmanship for a period of seven (7) years from date of purchase.

This warranty is limited to Cowdroy's option to repair, or the replacement, of any products proven to be faulty in manufacture or materials, with the same or equivalent product, free of charge. Labour charges, transportation and other costs associated with the replacement or re-installation of the parts or product are excluded from this warranty and will not be paid for by Cowdroy.

H.M. Cowdroy Pty Ltd. assumes no liability under the warranty for the following:-

- *Misuse, abuse, accidental or intentional damage
- *Improper adjustment or operation by the installer or end user
- *Improper maintenance or installation
- *Inaccurate or incorrect site or operational specifications
- *Unauthorised repair or modification
- *Used contrary to Cowdroy recommendations
- *Use of replacement parts other than Cowdroy authorised parts
- *Corrosion related damages when used in a corrosive environment or corrosion caused by cleaning related agents
- *Whilst some of our product finishes are warranted against tarnish, they shall not be covered for deterioration caused by damage to the protective layer

To the extent permitted by law, this warranty is the exclusive warranty granted by H.M. Cowdroy Pty Ltd. and is in lieu of all other expressed or implied warranties and guaranties. There are no implied warranties as to the merchantability, quality or fitness for purpose. In all other respects the Standard Terms and Conditions of Cowdroy products apply.

Delivery Charges

- (a) Cowdroy operates a minimum order value (refer price lists) and orders equal to or above this value are delivered free into store (FIS) in metropolitan areas of Sydney, Brisbane, Melbourne, Perth and Adelaide. Orders below this value will carry a surcharge for processing, delivery and invoicing.
- (b) Deliveries outside the metropolitan areas are delivered carrying an additional freight and packaging cost to listed price.
- (c) Special packaging cases or crates, if required, will carry an additional freight and packaging cost to listed price.

Return claims must be in writing within seven (7) days of receipt of delivery of goods.

All returns must have prior authorisation and must be in good order and working condition.

Freight costs must be borne by the customer and Tax Invoice or Delivery Docket numbers must be quoted at all times.

Returns of special or cut to size orders will not be accepted.

Extruded sections cut to size will be charged at a per metre rate, which includes a cutting charge.

All prices shown in price list are subject to change or alteration without notice.