

## CHAIRFORCE WARRANTY

Chairforce products are designed and manufactured to provide years of dependable service under normal circumstances and use.

The warranty covers manufacturer defect in materials, workmanship, and finish under normal use for the warranty period. The standard warranty period varies between each product, and is stated on each product page on this website.

The warranty applies to the original purchaser and does not apply to purchases of as-is, sale, used, distressed, or display items. Any expenses relating to packing and transport for the warranty claim are not covered by this warranty.

To make a claim contact [customer care@brayco.com.au](mailto:customer care@brayco.com.au) or your local branch, and supply the original receipt, along with details and pictures.

The warranty is provided in addition to other rights and remedies you may have under law. Our goods come with guarantees which cannot be excluded under Australian Consumer Law (AU) or Consumer Guarantees Act 1993 (NZ).

Chairforce may repair, replace, or substitute different products for any merchandise deemed defective by this warranty. If within the warranty period, identical materials or items are unavailable at the time of repair or replacement, Chairforce reserve the right to substitute materials of equal or better quality. Replacement product finishes may vary in colour from the original due to changes in manufacturing since original purchase.

In the event an item is unable to be repaired or replaced, Chairforce reserve the right to offer a refund for the item.

Any item repaired or replaced under this warranty will be covered by the warranty for the remainder of the original warranty period only.

### WARRANTY EXCLUSIONS:

- Fading due to weather exposure or damage to the frame or any part through accident, misuse, or negligence.
- Ordinary wear and tear, including chipping, scratching, loss of lustre.
- Customer damage, alteration, overload, incorrect assembly/installation, improper cleaning, misuse, accident, or routine wear.
- Cosmetic damage to boxes & packaging during transit.
- Use of any product whilst it is outside of Australia.



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