

WallBeds Australia Warranty

❖ GENERAL

- Whilst all orders are packaged to exclude any damage in transport, there may be, from time to time, some items that may incur damage by the carrier, which is beyond the control of WallBeds Australia.
- WallBeds Australia will bear all costs if an item has been proven to have been damaged during transport.
- WallBeds Australia encourages customers to inspect all cabinetry panels before assembly and installation.
- WallBeds Australia will not replace damaged panels or frames under warranty once units are assembled.
- WallBeds Australia will not replace items under warranty when damaged while the Customer unpacks the goods.

❖ **The Customer will pay for all applicable shipping and handling charges if WallBeds Australia replaces a damaged item for the following.**

- If a panel or frame is damaged after assembly
- Incorrect installation or handling by the Customer or installer

❖ **WallBeds Australia, at its discretion, may replace damaged items under warranty for the following.**

- If the damage is minor and not visible by the opposing panel covering the damage
- If the damage is minor on the non-visible or seen side of the cabinetry, i.e., the side that the cam locks are placed into to connect the cabinetry parts, any panel that faces a wall or ceiling.
- Minor damage or imperfections in the Face/Base panels. These Face/Base panels are universal to which side the frame is attached when assembling the bed. For example, one side of the Face/Base panel on an Alpha Bed has an imperfection or minor damage that will not be seen once the steel frame has been attached and the mattress placed onto the bed.
- WallBeds Australia will always endeavour to achieve the best outcome for both parties. WallBeds Australia's decision on replacing any damaged item under warranty is final.

❖ **DEFINITION OF PANEL DAMAGE.**

- Cracks, Chips, or Laminate Imperfections in the cabinetry panel.

❖ **WARRANTY CLAIM PROCEDURE**

- As per 9.1 of the Terms and Conditions WallBeds Australia must be advised within 24 hours of delivery of any damaged or missing items received. This is inclusive of all carton-only items.
- Photographic evidence of the damaged crate/package received by the Customer.
- A close-up photo of the damaged panel or frame

- If a cabinetry panel: a picture of the part sticker
- A full-length image of the damaged panel or frame includes the part sticker.

❖ **WHAT DOES MY WARRANTY EXCLUDE**

- WallBeds Australia products are Self Assemble (DIY). As such, WallBeds Australia is not liable to cover any costs incurred by the Customer or Agent if a customer or Agent chooses to engage with another party to install the product.
- Damage incurred during handling, transportation, and product installation by the Customer or contractor.
- Discolouration of timber or fabric coverings resulting from exposure to direct sunlight, extreme heat, or similar conditions
- Surface scratches, dents, chips, marks, accidental breakages, normal wear and tear or damage resulting from misuse or abuse damage to cabinetry caused by the incorrect lowering procedure of the wall bed door or not putting the manual foot in place to support the wall bed when open.
- Damage to cabinetry caused by dropping the wall bed door or not putting the manual foot into the correct position.
- Damage to fabric coverings caused by the transference of perspiration, body oils or corrosive ingredients in personal care products such as hair gels and skincreams.
- Damages resulting from dye transfer from rugs, cushions, and clothing material.
- The cost of transportation from the purchaser to WallBeds Australia or its agents if the standard warranty conditions do not cover the claim.
- Damage caused to a product or person resulting from incorrect use or installation of the wall bed.
- Timber grain variation, colour variation, wrinkling, markings, and scars resulting from the natural features of the product.
- Damage or degradation of timber and fabric coverings not adequately maintained; that is, the regular removal of dust and dirt by appropriate means and the application of endorsed cleaning and care nourishing products as instructed at the time of sale.
- Damage to timber or fabric coverings due to applying chemicals, cleaners, or conditioners.
- Damage or marks to flooring by the natural rubber compound of the wall bed feet/stops.
- WallBeds Australia products are Self Assemble (DIY). As such, WallBeds Australia is not liable to cover any costs incurred by the Customer or Agent if a customer or Agent chooses to engage with another party to install the product.
- These costs include but are not limited to delay in delivery of goods by the carrier, re-scheduling, or completion of installation due to damaged panels or missing hardware being replaced under WallBeds Australia Terms and Conditions.
- Change of mind, wrong item selected or found the goods cheaper elsewhere.
- Custom-made cabinetry where the Customer has requested changes be made to WallBeds Australia standard cabinetry sizes or configuration, which results in the custom cabinetry not fitting into the Customer's allocated space.