

WARRANTY

1. Provisions that apply to all ADesignStudio products and services

- 1.1 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.
- 1.2 In addition to all rights and remedies to which you may be entitled under the Australian Consumer Law and any other relevant legislation, ADesignStudio offers a further express warranty on the terms set out below (Further Express Warranty).
- 1.3 The benefits given to you by this Further Express Warranty are in addition to other rights and remedies you may have under a law in relation to the goods to which this Express Warranty relates. This Further Express Warranty does not exclude, restrict or modify any such statutory rights or remedies.

2. Further Express Warranty

- 2.1 ADesignStudio warrants the products sold by it or its authorised resellers to be free from defects in material and workmanship for a period of 12 months.
- 2.2 During the applicable warranty period, ADesignStudio, as its sole obligation under this Express Warranty, will repair or replace (at its option) any product, part, or component covered by this warranty and sold after the effective date of this warranty which fails under normal use as a result of a defect in material or workmanship; ADesignStudio will repair or replace the defective product, part, or component with a comparable product, part, or component.
- 2.3 This Express Warranty extends only to original purchasers who acquire new product from ADesignStudio or its authorised resellers. Any product, part, or component must have been used according to ADesignStudio instructions. If these requirements are met, this Express Warranty coverage will be extended. Any misuse, abuse, or modification to the original product voids the Express Warranty.
- 2.4 The warranty period starts from the date of purchase.

3. Exclusions

- 3.1 Subject to any rights or remedies to which you may be entitled under the Australian Consumer Law or other applicable law, and without excluding, restricting or modifying any such rights or remedies, this document inclusively describes all of the warranties given and remedies available with respect to the company's products and services. ADesignStudio disclaim any other warranty whether express or implied in relation to the products.
- 3.2 Without excluding, restricting or modifying any rights or remedies to which you may be entitled under the Australian Consumer Law or other applicable law, ADesignStudio does not warrant:
 - (a) natural variations in wood grain or figure or the presence of character marks
 - (b) changes in surface finishes due to aging or exposure to light
 - (c) failure resulting from normal wear and tear
 - (d) the matching of colours, grains, or textures of natural materials
 - (e) minor manufacturing inconsistencies due to handmade processes including glass
 - (f) damage, marking, or staining of veneer surfaces due to contact with rubber or similar compounds; damage from sharp objects or imprinting from writing instruments, or prolonged exposure to direct sunlightADesignStudio, without excluding, restricting or modifying any rights or remedies to which you may be entitled under the Australian Consumer Law or other applicable law, does not provide any additional express warranty with regard to Customer's Own Material (COM) and other customer-supplied items.

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3.3 ADesignStudio does not warrant products that are exposed to extreme environmental conditions or that have been subject to improper storage.

4. Warranty claims

4.1 To make a claim under this Express Warranty, please contact ADesignStudio on 0410 127 296 or via email, studio@adesignstudio.com.au.

4.2 When making a claim, please ensure you provide the following information:

- (a) Proof of purchase (copy of invoice, point of sale receipt or sales order);
- (b) Image and description of fault;
- (c) Address where the product is currently located;
- (d) Contact details of the claimant (must correspond to the purchaser's details).

4.3 Note that the customer is responsible for the cost of delivering the product to ADesignStudio and picking up the product once the warranty process is complete. If the warranty claim is approved by the manufacturer, the costs of providing the remedies as set out in this Express Warranty will be covered by ADesignStudio.

5. Further Express Exclusions

5.1 To the extent allowed by law and without excluding, restricting or modifying the application or exercise of any right or remedy to which you may be entitled under the Australian Consumer Law or any liability of ADesignStudio in relation to a failure to comply with a guarantee that applies under the Australian Consumer Law to a supply of goods or services, any implied warranties are disclaimed and, to the extent they are legally required, are limited in duration to the duration of this written warranty. Unless required by the Australian Consumer Law or other applicable law that cannot be excluded, ADesignStudio shall not be liable for loss of time, inconvenience, commercial loss, or incidental or consequential damages.

5.2 Except as stated above, ADesignStudio will not be liable for any loss or damage (including costs) however caused, whether direct or consequential, incurred or suffered by the purchaser or any third party in respect of the products. Nothing contained herein will or will be considered to exclude, restrict or modify the application or exercise of any right or remedy to which a consumer may be entitled under the Australian Consumer Law, nor any liability on ADesignStudio's part in relation to a failure to comply with a guarantee that applies under the Australian Consumer Law to a supply of goods or services or for death or personal injury resulting from negligence.