

Warranty Statement



This warranty statement applies to products manufactured by E.P. Draffin Manufacturing Pty Ltd (Draffin).

What is Covered by this Warranty?

Draffin warrants the purchaser against defective workmanship and material. A product may be considered defective if E.P. Draffin Manufacturing Pty Ltd determines that it does not conform to the specified material or workmanship standards, and if this non-conformance significantly impairs the product's performance, considering its intended purpose and the limitations outlined below.

Warranty Period

60 Months from the date the product is supplied.

Limitations

Warranty does not apply to any defect, deterioration, injury, fair wear and tear or damage occasioned, or because of the misuse or abuse, negligent handling, incorrect storage or if the product has not been used in accordance with the instructions. This warranty is void if there is evidence of the product being tampered with by unauthorized persons.

E.P. Draffin Manufacturing Pty Ltd will not be responsible for any loss or damage to ground coverings, walls, foundations, fixtures, or any other consequential loss resulting from any defective product.

Natural Materials

Some imperfections in finishes or natural materials used should be considered typical characteristics of these crafted products, not faults. Any imperfections deemed faulty must be identified within 4 weeks of delivery, and feedback should be provided to E.P. Draffin Manufacturing Pty Ltd. Timber, being a natural material, is vulnerable to climatic conditions and may split or deform if not maintained with an effective protective coating. It is the client's responsibility to check monthly that the protective coating is effective in preventing the timber from drying and failing, and to reapply the coating if necessary.

Minor Rectifications

For products requiring only minor rectification under warranty, E.P. Draffin Manufacturing Pty Ltd reserves the right to supply parts only to the customer where appropriate. Parts may include battens, fixings, valves, etc.

Exclusions

The warranty does not cover charges for freight, product assembly or disassembly, visits or calls by specialized technicians, costs incurred by the customer to remove or reinstall products, or costs associated with unavailable products.