



PASSIO
INTERIORS

—
LIMITED WARRANTY POLICY



FEATURED PRODUCT: **BELZER BRASS DOOR PULL** | **GOLD**

Contact information:**E:** info@passiointeriors.com.au**A:** Parcel Locker 10141 63342, 682a Beaufort Street, Mount Lawley, Western Australia, Australia**T:** Please email the above address to book a call-back.**PASSIO INTERIORS ABN 80 646 747 962****LIMITED WARRANTY AGAINST DEFECTS POLICY**

This document sets out the limited warranty against defects for certain products manufactured by Passio Interiors ABN 80 646 747 962 (referred to in these terms and conditions as **'the Company'**, **'we'**, **'us'**, or **'our'**). A person who has purchased a Passio Interiors product will be referred to in this document as **'you'** or **'your'**.

1 AUSTRALIAN CONSUMER LAW DISCLAIMER

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- to cancel your service contract with us; and
- to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

This warranty is in addition to your rights under the Australian Consumer Law.

2 PRODUCTS COVERED BY THIS WARRANTY

The following products supplied by us through the Passio Interiors website: <https://passiointeriors.com.au/> are covered by this warranty:

- knobs and handles (**Cabinetware**);
- door levers, hinges, door accessories and door pulls (**Doorware**); and
- house numbers, house letters and hooks (**General Hardware**),
(together, the **Approved Models**)

3 WHAT THE WARRANTY COVERS

This warranty applies to any Approved Models starting from the date you purchase an Approved Model and ends after one (1) year. The warranty covers parts and labour required to remedy any defects in an Approved Model.

4 WHAT THE WARRANTY DOES NOT COVER

This warranty only applies to defects that were not caused by your failure to use an Approved Model in accordance with our (or the manufacturer's) instructions, failure to take reasonable care of the relevant Approved Model, lack of maintenance, or defects arising from fair wear and tear.

The warranty also specifically excludes cover for any damage where you:

- use Cabinetware, Doorware or General Hardware (except for house numbers) outdoors, as all Approved Models (except for house numbers) are designed for internal use only;
- use Cabinetware, Doorware or General Hardware products for commercial purposes, as all Approved Models are designed for domestic, personal use only;
- apply harsh cleaning materials or abrasives to any of the Approved Models; or
- damage or modify any of the Approved Models.



FEATURED PRODUCT: POLO BRASS HANDLE | BLACK, BRONZE, GOLD

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5 HOW TO MAKE A CLAIM UNDER THIS WARRANTY

5.1 MAKING A CLAIM

If, within the relevant time period for the Approved Model following the purchase date as set out in clause 3, you believe that an Approved Model you purchased is faulty and covered by this warranty, please contact us by using the email address provided in the header of this warranty document with full details of the fault (including images).

If we determine, in our absolute discretion:

- (a) that the relevant Approved Model is faulty and covered by this warranty, we will provide you with a repair of the Approved Model at our cost; or
- (b) that the relevant Approved Model is not faulty, or is faulty due to lack of maintenance, fair wear and tear, misuse, failure to use in accordance with the manufacturer's instructions, or failure to take reasonable care, we will refuse your warranty claim.

5.2 EXPENSES RELATED TO REPAIR/REPLACEMENT

If we form the view that you need to ship to us the Approved Model to effect repairs (or a replacement) under this warranty document, we will provide you with detailed shipping instructions and cover the cost of shipping.

6 NO OTHER WARRANTIES

To the maximum extent permitted by applicable law, all express or implied representations and warranties not expressly stated in this warranty document, or in written terms and conditions issued by us, are excluded.

7 LIABILITY

To the maximum extent permitted by law, we exclude any liability that may arise as a result of you pursuing a warranty claim in accordance with this warranty document.

8 JURISDICTION

This warranty document is governed by the laws of Western Australia.



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INTERIORS