



5 Year Warranty

Products you purchase from Lo and Co Interiors Pty Ltd (ABN 24 626 986 972) ("**Lo & Co**") come with supplier warranties. Products purchased from Lo & Co come with:

- a 5-year warranty against structural defects in the products;
- a 1-year warranty against:
 - 1) defects in the finishes of the products, 2) general defects in the materials used to manufacture the products, and 3) defects arising as a consequence of workmanship in the manufacture of the products.

This warranty is provided by Lo & Co and commences from the original date of purchase of products. This warranty is non-transferable.

In the instance that you receive a replacement or repaired product from Lo & Co in accordance with this warranty, the warranty will only apply from the original purchase date of the product.

This warranty does not cover defects 1) in products not supplied or manufactured by Lo & Co, 2) where damage or defects arise in the products as a consequence of accident, intentional act, misuse, negligent use, improper installation, modification, failure to maintain, exposure to foreign substances and chemicals, and installations contrary to Lo & Co's directions or instructions, 3) installations that are contrary to any applicable state or federal regulation, 4) exposure to weather and/or environmental conditions exceeding reasonable or otherwise specified environmental tolerances, including, but not limited to, coastal environments, high humidity rainfall and wind, and 5) installation undertaken without an accredited and licensed service agent, technician or tradesperson. Further, this warranty does not cover fair wear and tear in the product which may present as abrasions to finishes on the product, discolouration from regular use, and fading or patina from environmental exposure.

In the event that you wish to make a claim under this warranty, you must contact Lo & Co within the prescribed warranty period with a description of the purported product defect, images of the alleged defect and a copy of a proof of purchase for the product. Lo & Co may request to inspect to assess or inspect a product. Contact Lo & Co at hello@loandcointeriors.com.au or (08) 7200 3203. Products may also be posted or delivered to Lo and Co Interiors Pty Ltd, 28 Fullarton Road, Norwood, SA 5067.

At the discretion of Lo & Co, following an assessment of your product and the product being deemed defective, Lo & Co may replace your product at its cost. If your product is no longer available, Lo & Co may offer you a substitute product with as close of a specification of possible.

This warranty does not cover any loss, damage, injury, claim, cost or expense arising as a consequence of a defect in the products. The maximum liability of Lo & Co under this warranty is the replacement of a product.

This warranty is in addition to the rights and remedies you may have under the Australian Consumer Law.

Our products 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 products repaired or replaced if the products fail to be of acceptable quality and the failure does not amount to a major failure.