

CABINEX LIMITED WARRANTY

Cabinex™ provides a limited warranty on the range of Cabinex™ products.



15 YEAR STRUCTURAL WARRANTY

Cabinex™ at its option, will replace or repair the PVC panels, and structural cabinet frames within the 15 years from date of purchase if the product fails structurally.

5 YEAR WARRANTY

Weathertek Bench tops, Cabinet Doors, Hinges, Drawer Runners and Handles, plastic feet, kickers, vents and end panels that fail structurally, or fail due to material defects within the 5 years from date of purchase. For Custom works completed with alternative benchtops, the warranty will revert to the suppliers warranty.

The purchase receipt for this product is to be retained and must be presented if making a claim under the terms of the Cabinex™ warranty.

Cabinex™ reserves the right to replace or repair the product within the warranty period.

The warranty is void if there is evidence of the product being tampered with.

Cabinex™ warranty applies only to the original purchaser.

In the event of Cabinex™ choosing to replace the product, the guarantee will expire at the original date.

Cabinex™ warrants the purchaser of this product for domestic use only.

Cabinex™ will not be responsible for any in transit loss or damage.

In Australia, this Cabinex™ warranty is additional to the conditions and guarantees which are mandatory as implied by the Trade Practices Act 1974 and State and Territory legislation.

What's not covered under the Limited Warranty

- Any damage that occurs due to weather event.
- This warranty does not apply to finishes, damage caused during or after installation or colour variances of various panels.
- Check measure and assembly is not included.
- Installations in direct sunlight outside the covered main roof line area with no backing wall structure.
- Installations in commercial structures or unoccupied structures both commercial and residential and installations moved from their original Installation location both commercial and residential.
- Finishes, damage caused during or after installation or colour variances of various panels.
- Defect, deterioration, loss, injury or damage occasioned by or as a result of the misuse or abuse, negligent handling or if the product has not been installed and used in accordance with the instructions.
- Products without proof of purchase.
- Products not purchased from an authorised Cabinex™ retailer.
- Products which have not been paid in full.
- Products which are resold or resupplied or constitute second hand goods.
- Normal wear and tear.
- Installation that is not in accordance with supplied installation instructions
- Accident, misuse, abuse, negligence, improper handling or failure to follow supplied care directions
- Alteration, modification, repair or use of the product which is inconsistent with supplied product instructions
- Damage, problems or failure caused by acts of God, fire, wind, lightning, flood, storm, vandalism, earthquake, war, civil insurrection, pests, vermin, insects, spiders or interference by foreign objects or matter affecting the product such as dirt, debris, soot or moisture
- Damage, problems or failure caused by extreme weather conditions, including, but not limited to, hail, salt, or other harsh substances
- Products which are re-installed at a location other than the original installation site
- Inadequate support in the structure to which the product is installed
- Repairs to products without the authorisation of Cabinex™ in writing

Cabinex™ does not warrant any consequential, incidental, direct or indirect loss, expense or damage suffered by you or any third party arising from or in relation to the use, installation, performance or failure of any Cabinex™ product.

This warranty is not transferable or assignable.

How to claim

To make a claim under this warranty, you must provide a copy of your original proof of purchase to enable us to determine whether your Cabinex™ product falls within the warranty and the relevant warranty periods. This will also help us determine whether the claim made is genuine and is not based on any breach of warranty or any violations of the law, such as those involving lost, stolen, counterfeit or second hand goods.

The acceptable proof of purchase is a tax invoice or receipt that clearly itemises the product and shows the date and place of purchase and, if applicable, information pertaining to the installation of your Cabinex™ product. As a strict condition, where there is no acceptable form of proof of purchase, Cabinex™ undertakes no responsibility to repair the product under warranty.

You will need to contact Cabinex™ during the applicable warranty period on the contact details provided below. To enable Cabinex™ to correctly identify and rectify the problem, please be ready to provide accurate details of your Cabinex™ product and finish, date of purchase, date of installation, purchase details and a full description of the problem. Our customer service representatives will let you know what other information is required for processing your claim. Importantly, you will need to arrange with Cabinex™ inspection of your product as part of our assessment of your claim.

Please bear in mind, you will be responsible for all expenses involved in contacting Cabinex™ to make your claim under this warranty and Cabinex™ will bear the expenses of any inspection and processing of your claim.

By email at service.group@sitro.com.au

By telephone in Australia

1300 174 876
Monday to Friday
From 8:00am to 5:00pm

By post in Australia

Cabinex™
33 - 35 Lionel Road
Mount Waverley VIC 3149

*To make a claim under the Cabinex™ warranty, you will also need to provide proof that the house in which the Cabinex™ product is installed is your principal place of residence. This may include, for example, utility bills and council rate notices.

How Cabinex™ will fulfill warranty claims

Cabinex™ will honour all valid claims made under this warranty by either repairing or replacing (at Cabinex™ option) your Cabinex™ product.

You WILL BE CHARGED for work done or any service call(s) if:

- The problem is not covered by this warranty
- There is nothing wrong with the product
- You are unable to provide acceptable proof of purchase and decide to proceed with your claim

We strongly recommend that you read all instructions supplied upon purchase of your Cabinex™ product before making a warranty claim.

For service, spare parts or product information in Australia, please call
Cabinex™ on the Customer Service Line 1300 174 876