



Your
Warranty

Ensemble products
are *made to last for*
generations. But if
an issue does arise,
we're here to help with
warranties on all of our
products, nationwide.

With proper care and
careful use, Ensemble
products will *bring you*
joy for many years to
come.

Terms & Conditions

#1

We guarantee that all products sold are free from manufacturing faults and defects for a period of 24 months from the date of original delivery. In the event that a product is proven to be defective, you are entitled to the restoration of the goods through repair or replacement, whichever is decided as being the most efficient and effective remedy.

#2

The warranty is:

- (a) personal to the original owner;
- (b) not transferable; and
- (c) only applicable during the period that the product remains as assembled by Ensemble.

And does not cover:

- (a) any breakage caused by negligent and / or improper use of goods;
- (b) changes caused by normal wear and tear;
- (c) any damage caused by lack of and / or erroneous maintenance;
- (d) any damage due to an accident or force; and
- (e) degradation of finish caused by environmental factors.

#3

You must ensure that the product is properly maintained and used only for domestic purposes and otherwise not subjected to any abnormal use including abuse, misuse, exposure to the elements, improper treatment or neglect and is otherwise maintained and used in accordance with Ensemble's Product Care Guidelines.

#4

Subject to these terms and conditions (including your compliance with clause 3), this warranty provides that Ensemble will replace or repair, at its option, any product which has a material defect and / or re-install any defective installation that:

- (a) was apparent at the Install Date and you notified us within 7 days of the Install Date OR was not apparent at the time of installation and you notified us promptly after you became aware of it; and
- (b) is not the result of failure to properly maintain the product or the result of abnormal use or damage including without limitation due exposure to direct sunlight, damage to joins due to water overflow, heat or steam, damage due to natural disaster; and
- (c) is not the result of normal wear and tear.

#5

The products include natural materials including timber. Due to the natural variations and characteristics of such material, you should expect inconsistencies, impurities and variations in colour and finish. These are not defects.

Accordingly, this warranty does not apply to:

- (a) Any colour or finish inconsistencies, variations or imperfections.
- (b) For timber:
 - Chips, scratches or marks;
 - If unsealed, surface checking, warping, staining or other such problems;

- (c) Any colour matching to other products.

#6

An issue with the surface will only be considered to be a defect if it is clearly visible from a standing position 150cm away when the surface is lit by non-critical light (e.g. not direct sunlight, spot lamp, torch lights).

#7

All claims under this warranty should be made in accordance with the claims procedure specified by Ensemble. If an inspection is required by Ensemble, a service inspection fee will apply but if the defect is covered by the warranty, the fee will be refunded in full. If Ensemble determines that your claim is not covered by this warranty, you must pay Ensemble's usual costs of service work, evaluation and testing.

The product should not be uninstalled or returned without Ensemble's prior written authority. Ensemble may specify how the product is to be uninstalled or by whom it is to be uninstalled. If agreed, Ensemble will nominate a place for delivery. Except to the extent otherwise required under the Australian Consumer Law, the customer will be responsible for the freight costs to and from the nominated point of delivery.

*M2 Care Desktop Maintainer may also reduce the visual impact of heavy scratches and scores in the material that cannot be removed with normal cleaning.

#8

Goods presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the goods.

#9

Repair or replacement of the product does not extend or re-start the warranty period.

#10

If the consumer guarantees under the Australian Consumer Law are applicable to your purchase, 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.

#11

Other than as specified in these terms and conditions and to the extent permitted by law, Ensemble makes no other express warranties or representations and excludes all implied warranties.

#12

In the event of dispute regarding this warranty, Ensemble may refer the matter to a recognised industry conciliator / mediator.

Claims Procedure

In the event of dispute regarding this warranty, Ensemble may refer the matter to a recognised industry conciliator / mediator. Claims Procedure.

If you have a warranty claim, please complete the claim form on our website providing all the required details including photographs and description of the defect you claim. The website can be located here - www.ensemble.store

Ensemble will respond to bona fide claims in a timely manner. You agree to make the goods available for inspection by Ensemble upon reasonable notice. If an inspection is required by Ensemble, a service inspection fee will apply and must be paid in full before the inspection will occur. If the defect is covered by the warranty, the fee will be refunded in full.

To make an enquiry, contact Ensemble Head Office on (03) 9532 0224 or email warranty@ensemble.store