



Warranty Certificate

Congratulations! You have made an excellent choice of this quality product from Chair In The Air. Our commitment to quality also includes our service. Should you, contrary to expectations, experience defects due to manufacturing faults, Chair In The Air will provide you with a warranty against defects as follows:

Warranty

The product is guaranteed to be free from defects from workmanship for 2 years from the date of purchase. Defects that occur within this warranty period, under normal use and care, will be repaired, replaced or refunded at our discretion. The benefits conferred by this warranty are in addition to all rights and remedies in respect of the product that the consumer has under Australia's Consumer Laws.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for major failure. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality.

Proof of Purchase

This Warranty is valid for the original purchase and is not transferable. Please keep your purchase docket, tax invoice or receipt as the best proof of purchase, and as proof of date on which the purchase was made.

Extent or Warranty

This warranty is limited to defects in workmanship. All defective products will be repaired or replaced.

Normal Wear and Tear

This does not cover normal wear and tear to the products or parts

Exclusions

This warranty does not cover:

- Any defects caused by an accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorised modification, tampering or attempted repair by a person not authorised by the distributor
- Any product that has not been installed, operated or maintained in accordance with the manufacturer's operating instructions provided with the product.
- Any product that has been used for purposes other than domestic use
- discolouration of wood.

To make a claim

If a defect in the goods appears within 2 years, you will first need to email a copy of your receipt, images of defect and a brief explanation of defect. Our customer service team will make a decision based on the information provided.

If they decide your claim meets our warranty requirements in addition to any other rights and remedies you may have under the Australian Consumer Law (ACL), our customer service team will provide a return address for further evaluation. If your warranty claim is successful we will either repair or replace your product. The buyer is responsible for postage and handling fees.

Now that all the boring stuff is out of the way, enjoy your quality product with Chair In The Air !!

Kind Regards, Steven
steven@chairintheair.com