

ABN: 55 921 612 267
ACN: 005 567 528

Planex Customer Service
Tel. (03) 8795 1100
Fax (03) 8795 1122
servicedesk@planex.com.au

Company: _____

Address (for service call): _____

Site Contact Person: _____ Phone No: _____

Email: _____ Mobile No: _____

Planex Reference #	Client Purchase Order #	Planex Invoice #	Planex Packing Slip #	Company name who placed order
C				
Product Item Code		Product Colour	Product Dimension	Product/s Lot Number (See White Sticker)
			(H) (W) (D)	

* Please fill in as many of the above you can provide. If proof of purchase cannot be confirmed, warranty cannot be honoured

Detailed Description of Issue: _____

To help swiftly resolve this matter, send images detailing issue(s) to: servicedesk@planex.com.au

I acknowledge that should Planex deem the service call repairs outside the warranty policy, charges will be applicable.
I agree to pay all applicable charges notified in writing.

Company: _____ Date: _____

Signed: _____ Printed Name: _____

Planex - General Product Warranty

Planex Sales Pty Ltd is an Australian owned company specializing in the supply and manufacture of steel office storage systems. All products are manufactured in Australia at our plant in Hallam, Victoria.

General Warranty for all cabinets and manufactured Products

Planex offers a standard ten year warranty on all cabinets and manufactured products. The warranty covers all faults in materials and manufacturing but excludes damages caused by normal wear and tear or through inappropriate use and handling.

Warranty Terms and Conditions

- This warranty extends only to the original purchaser who acquires new Planex products. This warranty is non-transferable and applies from the date of delivery.
- Planex's conditional warranty is only offered on the basis that the product is used for the purpose for which it was designed.
- This warranty covers defects in material and workmanship. Normal wear and tear, natural variations are not considered defects. The warranty does not apply to damage caused by accident, neglect, misuse or improper operation.
- The warranty on runners, slides, locking mechanism, powdercoat, plating and plastic products cannot exceed that of the original manufacturer. The warranty on such components is limited to 12 months.
- All maintenance and repair work must be carried out by an authorised Planex representative. If any person other than an authorised Planex representative carries out any maintenance or repair work, the warranty may be deemed void.
- If a product is found to be defective, and written notice of the defect is given to Planex within the warranty period, Planex (at its option) will either repair or replace the defective part, product or component covered by this warranty.

01/05/2015