

Product Warranty

Our Promise to You

Planex Sales Pty Ltd ("Planex") 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. Our products come with extended guarantees. You are entitled to a replacement or refund for a major failure. You are also entitled to repair or replacement if the products fail to be of acceptable quality. The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation. This warranty does not exclude, restrict or modify any State or Federal legislation applicable to the supply of goods and services.

General Warranty

Subject to the terms and conditions below, for all its cabinets and manufactured products ("Products"), Planex provides a standard ten-year warranty against faults in Planex's workmanship. If a defect covered by this warranty occurs in a Product, and written notice of the defect is given to Planex within the warranty period, Planex (at its option) will either:

- (a) repair or replace the defective Product or part of the Product free of charge; or
- (b) cause the Product or the defective part of the Product to be repaired or replaced by a qualified repairer free of charge. Planex reserves the right to replace defective parts of the Product with parts and components of similar quality, grade and composition where an identical part or component is not available. Products presented for repair may be replaced by refurbished Products of the same type rather than being repaired. Refurbished parts may be used to repair the Products.

Warranty Terms and Conditions

This warranty extends only to the original purchaser who acquires new Planex Products and is non-transferable. This warranty applies from the date of delivery and does not apply where the Product has been used other than for the purpose for which it was designed. Normal wear and tear and natural variations are not considered defects and are not covered by this warranty. This warranty does not apply to damage caused by accident, neglect, misuse or improper operation. 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.

Supplier Items Excluded

This warranty covers defects in Planex's workmanship. This warranty does not cover supplier items (such as hinges, locks, digital locks, batteries (including battery replacement) and any other electronic components) incorporated into Products, in respect of which only the warranty provided to Planex by its relevant supplier is applicable.

Warranty Claims

1. If a fault covered by warranty occurs, the customer must first give written notice of the claim to: Planex Sales Pty Ltd 191 Princes Highway, Hallam, Victoria 3803.
2. Any warranty claim must be accompanied by:
 - (a) Proof of purchase;
 - (b) Full details of the alleged defect; and
 - (c) Appropriate documentation (such as historical and maintenance records).
3. If requested, the customer must make the Product available to Planex or its authorised representative for inspection and testing. If such inspection and testing finds no defect in the Product, the customer must pay Planex's usual costs of service work, evaluation and testing.
4. The customer must bear the cost of the transport of the Product to and from Planex or its authorised representative to make the warranty claim, and all insurance of the Product.

The repair or replacement of the Product or part of the Product is the absolute limit of Planex's liability under this express warranty.

Jean-Pierre Jardel
Managing Director

