

Warranty and Claims Policy

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Our products are covered by a transferable limited warranty and a solid service and support network should you need it. Many aspects of our products are hand-produced, hand-finished and use natural materials, which makes them subject to minor variations in colour, finish and size. All pieces will mature and age over time through natural processes associated with use, heat and flame. These changes are an essential part of the dynamic of the piece. MAD Design Australia reserves the right to make minor amendments without prior notice.

Length of Warranty

- **Two-year warranty from date of purchase:** Flex models and stainless steel parts, including raw, finished, powder coated and black ceramic coated finishes.
- **One-year warranty from date of purchase:** Mild steel, including powder coated and chrome plated finishes; cement; glass; leather; fabric; teak; and MDF, including painted or cement-rendered finishes.

Chips and scratches are not covered by warranty. Natural variation in colour, texture and porosity may occur with Fluid™ Concrete Technology products and is considered an inherent and valued quality of the material. Non-structural hairline cracks are possible and are not considered a manufacturing defect.

If you live in extreme weather conditions where accumulation of snow is likely, use of the All-Season Bag is imperative in order to be covered by warranty.

Warranty Information

The Company warrants to the Customer that the Goods will be supplied in an undamaged condition.

On discovery of any defect in the Goods, the Customer must immediately notify the Company in writing. The Customer must not carry out any remedial work to alleged defective Goods without first obtaining the written consent of the Company.

The provisions of any applicable act or law implying terms, conditions and warranties, or any other terms, conditions and warranties which might otherwise apply to or arise out of the agreement between the Company and the Customer in relation to the Goods, are excluded to the full extent permitted by law.

The Customer acknowledges that it has not relied upon, and the Company is not liable for, advice given by the Company, its servants, agents, representatives or employees in relation to the suitability of the Goods for any purpose.

Express Warranties Do Not Include

- Service calls to correct installation of the product or instruct you how to use the product.

- Repairs when the product has been used other than for normal domestic or commercial use, or has not been used in accordance with the Installation, Operating and Maintenance Manual.
- Repairs when parts or models have been modified or altered without written approval.
- Repairs when the product has been dismantled, repaired or serviced by anyone other than an authorised representative.
- Pick-up and delivery.
- Normal maintenance required by the Installation, Operating and Maintenance Manual supplied with the product.
- Transportation or travelling costs involved in a repair when the appliance is installed outside the authorised customer service centre's normal service area.
- Damage caused by accident, misuse or an Act of God.

Services and Claims

The warranties set out above are express warranties given by MAD Design Group and are in addition to any rights and remedies conferred upon consumers by applicable consumer-protection legislation.

Service under the warranties must be provided by a MAD Design Australia authorised customer service centre during its normal working hours.

Your warranty certificate and proof of the date of purchase must be produced when making a claim.

For warranty claims, contact your local distributor. If there is no local distributor in your country, contact MAD Design Australia on +61 (2) 9997 3050.

Important: Do not send any device to the manufacturer without first contacting your distributor or dealer. They will advise you of the next steps.

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