

## Kalona Furniture - Quality Guarantee

*“We strive to provide the best shopping experience in the world. However, when things don't go to plan we will always act in a fair and reasonable way and will put ourselves in our customer's shoes and ask - ‘what would I expect?’”*

### 1. Our Quality Guarantee

We guarantee that all goods will be free from material defects in materials and workmanship for the relevant Guarantee Period.

‘Guarantee Period’ means:

Fabric	12 months from date of delivery
Bases and Foam	3 years from date of delivery

The Guarantee Period commences from the date of delivery. Subject to any laws that cannot be excluded, the Guarantee Period for any replacement goods expires on the same date as the Guarantee Period for the original good.

### 2. Scope of Quality Guarantee

Our Quality Guarantee covers all parts and materials found to be defective in manufacturing during the applicable Guarantee Period.

Subject to section 4, this Quality Guarantee does not extend to:

- Damage, failure, fading, change of shape or deterioration (of the whole of the good or its components) caused by normal wear and tear;
- Damage arising from improper cleaning or use of improper cleaning products;
- Damage caused by spills;
- Damage caused by your assembly or modification;
- Damage arising from abnormal or excessive use, neglect or abuse;
- Damage to external or product packaging only;
- Minor variations in dimensions, colour, grain or finish;

- Minor imperfections or superficial blemishes;
- Defects in goods sold 'as is' which have been brought to your attention prior to purchase.

### **3. How to make a claim**

You agree to advise us within a reasonable period after a defect is identified as failure to do so may adversely affect your rights to a remedy under our Quality Guarantee.

If a good arrives that is missing parts or is not the correct order, please notify us within 3 business days of receiving your delivery.

To make a claim:

- Take photos or video clearly illustrating the problem;
- Email us at [support@appliancesonline.com.au](mailto:support@appliancesonline.com.au) or call us on 1300 000 500

The best solution to any fault depends on the nature of the fault itself, and the outcome that works best for you. We will work collaboratively with you to find a solution that you're happy with. For example we may arrange one or a combination of the following:

- Send you any missing parts or components;
- Suggest a method of repair using Winning Services (if applicable);
- Replace the product (subject to availability);
- Offer you an alternative good;
- Offer a partial or full store credit voucher or refund.

### **4. Your rights under Australian Consumer Law**

The Quality Guarantee is in addition to any rights you may have under the Australian Consumer Law (**ACL**).

Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonable foreseeable loss or damage. You are also entitled to have the

goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.