



Coastline Kitchens Warranty Terms & Conditions

Subject to the terms and conditions set out in this warranty, Coastline Kitchens guarantees its products to be free from defective materials and workmanship for a period of 12 months from the date of installation. This warranty is in addition to the normal statutory entitlements and legal rights.

Coastline Kitchens adheres to the standards of acceptable workmanship and finish as prescribed in the **'Guide to Kitchen & Bathroom Construction'** produced by the Housing Industry Association (HIA). This guide provides a standard upon which to judge whether a claim is covered by the Coastline Kitchens Warranty.

Terms and Conditions

1. In this warranty, Product refers to kitchen cabinets, bathroom vanities, wardrobes, utility cupboards and all other cabinetry manufactured and installed by Coastline Kitchens and in their original location.
2. The Product shall have been used only for its normal domestic use and maintained in accordance with 'Coastline Kitchens Care Instructions' available online at www.coastline.net.au and as displayed on the sticker normally affixed to the kitchen cabinets.
3. This warranty shall not apply to any defects or damages arising from any of the following:
 - a. Failure to follow any procedures in the suppliers recommended by Coastline Kitchens or its suppliers; or
 - b. Physical abuse, misuse, accidents, exposure to excessive heat nominally 75 Deg C (eg ovens or hot pans), exposure to excessive moisture, the use of solvents or inappropriate cleaning products/materials, exposure to chemical products, improper maintenance, normal 'wear and tear', scratches, scuffs, burns, stains, wipe marks on darker colour surfaces, pest infestations; or
 - c. general fading or discolouration or damage due to direct and indirect light (exposure to direct sunlight should be avoided); or
 - d. faulty workmanship or installation by any person other than Coastline Kitchens; or
 - e. alteration or repair by anyone not authorized by Coastline Kitchens.
 - f. variation in colour, pattern, shade of material as compared to the sample material, display/s and/or printed illustrations.

This warranty does not cover:

- g. where the defect is trivial or insubstantial; or
- h. where defects or blemishes are not noticeable from 1.5m away;
- i. benchtop joins where there is a step of less than 0.5mm;
- j. outdoor application, or non domestic use;
- k. costs incurred due to other trades eg electrician, plumber, tiler or painter;
- l. products handled by Coastline Kitchens on behalf of an owner or builder (such as sinks, basins, appliances, cooktops, dishwashers) are not covered by this warranty and remain the sole responsibility of the owner or builder;
- m. any natural occurrence, or any other act of circumstance beyond the control of Coastline Kitchens.

4. The Coastline Kitchens Warranty operates under the following conditions:
 - a. Coastline Kitchens reserves the right to charge the Purchaser if any warranty service is requested and carried out but where no fault is found with the product or the installation of the product.
 - b. Coastline Kitchens shall not be responsible for any delays in repairs in the event that any part/s necessary for the warranty servicing of the product are not in stock.
 - c. If a replacement product of the same shape, type or colour is not reasonably available, Coastline Kitchens reserves the right to provide a replacement product of as close a shape, type and colour match as is reasonably possible from the then prevailing product range in satisfaction of its obligations under this warranty.
 - d. Under no circumstances shall Coastline Kitchens be liable for any loss or damage arising from the purchase, use, or inability to use this product, or for any special, indirect, incidental, or consequential damages.
 - e. This warranty applies to the original owner or the builder and is not transferrable.
 - f. Coastline Kitchens responsibility shall not exceed the purchase price of the component, product or its replacement.
 - g. After replacement or repair of the Product, the Warranty for the new or repaired Product shall be valid only for the non-expired period of the original Warranty Period.
 - h. Any defective Products or part/s, which have been replaced, shall become Coastline Kitchens property.
5. Where a product has been sourced from another supplier, the terms and conditions of the warranty of that particular product's supplier will apply. Coastline Kitchens will advise claimants to contact the original supplier directly for any warranty claims.
6. Any inquiries regarding this warranty should be sent to Coastline Kitchens, 4 Smeaton Way, Rockingham WA 6168. Inquiries can also be made by calling 08 9550 1800.
7. To claim this warranty, please send the following written details to the address above:
 - Your name, address, telephone number and email contact.
 - The address at which the product is installed, the date of installation, the builder's name and the builder's job number.
 - Description of how the product is defective and when you found it to be defective. Please also provide any photographs taken of the defect(s).

After we receive your written claim, we will contact you to discuss.