

Finista Warranty

Your purchase

Congratulations on Your Product purchase!

Warranty

We manufacture our products to the highest quality standards. If You install, use and care for the Product in accordance with the Product Instructions, we warrant that the Product is of acceptable quality and free from defects for the period specified below on and from the Purchase Date:

Product	Warranty Period
Drawers and Cabinet Hinges	20 years
Sinks	10 years
Bifold and Sliding	1 year
Waste Management	2 years
Storage Solutions	1 year
Other	1 year

Installation, Use and Care

Please install, use and care for your Product in accordance with the Product Instructions, including not exposing the Product to:

- (a) abrasive creams or powder cleansers, such as Jif, furniture polish, furniture wax, powder bleach, oven cleaner, methylated spirits, drain cleaners, or any other strong alkaline or acidic cleaner;
- (b) acidic food products, such as salt, vinegar, tea, citric fruit juice, red wine, pickles, mustard or mayonnaise; and
- (c) acidic or corrosive chemicals, such as dyes, solvents, bleach inks, acetone, denture cleaner or photo developing fluid.

Making a Claim

As soon as You become aware of a possible defect in the Product, please submit a Warranty Claim Form. We will request You to provide the purchase receipt and any further information required by Us to effectively review and assess Your claim. We are unable to effectively review and assess Your claim without the purchase receipt.

You can advise Lincoln Sentry of faulty product via our National Customer Support Centre on 1300 551 919, or via online form at www.lincolnsentry.com.au.

If the claim is accepted, we will arrange for a replacement Product (or part) to be forwarded to you. If the Product is no longer available, we will arrange for the closest possible alternative (or part) to be forwarded to you. If further information is required or if the information provided to Us does not meet the requirements specified above, We will contact You. Our aim is to ensure Your claim is resolved quickly and efficiently.

Limitations

Our warranty does not extend to any consequential, incidental, or indirect loss or damage, including the cost of uninstalling the Product, the cost of installing any replacement Product, damage caused to other equipment or accessories used with the Product, loss resulting from a delay in replacement or loss that may be incurred by You in making the claim.

Exclusions

Our warranty excludes:

- (a) accidental, deliberate or negligent damage;
- (b) damage caused by events or acts outside Your reasonable control or acts of nature;
- (c) damage caused by surrounding environment, including water, steam or excessive moisture, corrosion or acidic food products;
- (d) unauthorised alternations or modifications;
- (e) structure or support changes in or affecting the building or cabinetry where the Product is installed, including twisting, warping, bowing, cupping or shrinking;
- (f) colour loss or gloss loss over time;
- (g) damage to the protective layer of chrome or powder coated finishes; and
- (h) installation, use or care of the Product for a purpose other than the purpose for which it was designed or other than in accordance with the Product Instructions.

Terms

The following terms have the following meanings:

Term	Meaning
Product Instructions	the installation, use and care instructions for the Product supplied with the Product and also available at www.lincolnsentry.com.au
Purchase Date	the date You Purchased the Product, as specified on the purchase receipt
Warranty Claim Form	the digital claim form to make a claim, and available via www.lincolnsentry.com.au
We or Us or Our	Lincoln Sentry Group Pty Ltd Contact 1300 551 919 or orders@lincolnsentry.com.au
You or Your	The purchaser of the Product

Australian Consumer Law

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You may have a replacement or refund for a major failure, and compensation for any other reasonably foreseeable loss or damage. You may 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. The benefits to You under Our warranty are in addition to (and don't exclude, restrict or modify) any other rights and remedies You may have under the Australian Consumer Law.