

Product Warranty Lincoln Sentry – Modar Storage

Your purchase

Congratulations on Your purchase of a Modar Product. We're proud of the products we design, source and supply.

If You handle, install, use and care for and maintain the Modar Product in accordance with the Product Info, We are confident that You will enjoy the Modar Product for many years to come.

On receipt of the Modar Product, please visually inspect the Modar Product for surface or edge imperfections or blemishes. If you discover any dents, creases, cracks, cuts, marks, chips or scratches, please immediately contact Us.

Handling

Do not stand, sit or lie on the Modar Product or throw or drop the Modar Product.

Installation

Please install the Modar Product for the purpose for which it was designed and in accordance with the Product Info.

Only install the Modar Product indoors, for a residential application and by a professional cabinet maker.

Use

Please use the Modar Product for the purpose for which it was designed and in accordance with the Product Info.

Do not exceed the weight restrictions for the Modar Product specified in the Product Info.

Do not expose the Modar 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.

Care and maintenance

Please care for & maintain the Modar Product in accordance with the Product Info.

We recommend regularly cleaning the Modar Product using warm, soapy water and a soft cloth, as harsh cleaning products will damage the finish. For harsher stains, use a little warm vinegar or non-abrasive cleaning products.

Our warranty

We warrant to You that the Modar Product is of acceptable quality and free from manufacturing defects for the Warranty Period. If the Modar Product does not meet the above performance expectation, We will (at our absolute discretion) repair or replace all or part of the Modar Product or refund to you the cost of the Modar Product.

Making a Claim

As soon as You become aware of a possible defect in the Modar Product, please immediately complete and submit the Warranty Claim Form or contact Us. We may 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.

If Your claim is in order, We will notify You and 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 or investigation 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 Modar Product, the cost of installing any replacement Modar Product, damage caused to other equipment or accessories used with the Modar 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) handling the Modar Product other than in accordance with the Product Info;
- (b) installing the Modar Product other than in accordance with the Product Info;
- (c) using the Modar Product other than in accordance with the Product Info, including higher than normal frequency of use, excessive wear and tear or commercial use;
- (d) caring for and maintaining the Modar Product other than in accordance with the Product Info, including misuse or neglect;
- (e) accidental, deliberate or negligent damage or damage caused by events or acts outside Your reasonable control or acts of nature;
- (f) unauthorised alterations or modifications;
- (g) damage caused by exposure to abrasive creams or powder cleansers, acidic food products or acidic or corrosive chemicals;
- (h) damage caused by exposure to an outdoor or wet environment;
- (i) structure or support changes in or affecting the building or cabinetry where the Modar Product is installed, including twisting, warping, bowing, cupping or shrinking; and
- (j) chemical, electrochemical or electrical influences.

Terms

The following terms have the following meanings:

Term	Meaning
Modar Product	any of the products in the Modar storage range
Product Info	the handling, installation, use and care and maintenance 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
Warranty Period	10 years on and from the Purchase Date
We or Us or Our	Lincoln Sentry Group Pty Ltd Contact 1300 551 919, orders@lincolnsentry.com.au or via the online form at www.lincolnsentry.com.au
You or Your	the purchaser of the Modar 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.