

## WARRANTIES



Raeco is committed to quality.

This is evident in our 30-year commercial lifetime warranty on steel shelving, 10-year warranty on laminate shelving and a minimum 10-year warranty on our seating and table range.

In the rare instance of product failure, and the defect is assessed in accordance with our warranty terms, we will repair or replace your item for you, as per all terms within this document.

### GENERAL WARRANTY TERMS

Raeco warrants that our goods are free from defect in workmanship and materials for a period determined by the nature of the product, or as specified by ourselves as a warranty period.

1. Your warranty is not transferrable. All Raeco warranties extends to the original customer.
2. The warranty is effective from the date of purchase of the product.
3. Please retain proof of purchase for all Warranty claims.
4. It is customers responsibility to maintain products adequately.

### YOUR WARRANTY COVERS

1. Manufacturing defect or faulty workmanship or materials if it prevents your product to be used for its normal application.
2. Product that have only been used only for the purpose for which it was designed and intended.
3. Products that have been carefully, sensibly maintained and used.

### FABRIC

Please note Fabric and Leather suppliers have their own warranties. Raeco fabric options offer a minimum 3 year warranty – which may differ from the warranty offered on your furniture.

Fabric warranty commences from date of purchase.

Please check the fabric warranty on your furniture items – as different fabrics may have different warranty lengths and conditions.

### MAKING A WARRANTY CLAIM

Failure of items within the warranty period must be reported to Raeco within seven (7) days of the failure, after which time Raeco will repair or replace the goods (at its sole discretion) free of charge.

Spare parts are available from Raeco. To order contact us.

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### **UPON DELIVERY OF YOUR NEW PRODUCT**

All Raeco products are subject to a Quality Control Check before being shipped from our premises and we pack our products for protection during shipping.

All care is taken by our delivery team to load and transport your product. However, once product is on board with a courier or freight company, any damage that the product receives may be beyond our control.

Please ensure that upon receiving your items either via our delivery team or courier, and before you sign for them, that you check the package or product for any signs of damage. If there is damage, please take photographs of the condition your products as they arrived and submit the details to Raeco.

### **WARRANTY EXCLUSIONS**

We are unable to repair, replace, refund or cover the freight costs of a product under warranty, that you have purchased from Raeco, where in our reasonable opinion the:

1. Product has become of unacceptable quality due to fair wear and tear / the user has failed to take reasonable care of the product.
2. Repairs to a product are made or attempted by a service provider other than one approved by Raeco.
3. Product has been misused and has not been used in accordance with manufacturer's instructions. Including, but not limited to, exceeding weight recommendations.
4. Product has damage arising from improper assembly or modification by the owner/user
5. Product has insignificant variations in dimensions, colour or finish.
6. Product has insignificant minor imperfections or superficial blemishes.
7. The product is modified with in any way.
8. Components, which by their nature may reasonably require periodic replacement due to normal wear, degradation or consumption.
9. Bay end panels that have torn from the frame having been used as a device to pull mobile shelving into position. If moving mobile Linea shelving, and a tow handle is not available, always PUSH the unit – never pull the unit. Bay End Panels are not designed to be pulled and will tear off. When this occurs, they are unable to be refitted and new Bay End panel[s] will need to be purchased.

### **FREIGHT & YOUR PRODUCT / WARRANTY CLAIM**

Not all issues will require a return of the product to us for repair, some minor repairs can be performed by our team, onsite.

Raeco reserves the right to charge upfront freight fees for returning furniture prior to inspection of the product. These fees and charges may be refunded should Raeco determine you have a valid warranty claim.

Before returning any product for a warranty claim, please contact Raeco on 1300 727 231.

Returning product for repair may incur a freight fee, especially if it is found the product falls outside warranty conditions.

**END OF LIFE – STEEL SHELVING**

Raeco metal shelving is recyclable. At the end of shelving life, please arrange for recycling via a local commercial scrap metal recycler or contact your local council for recycling information.

When disposing of Raeco shelving units, please contact us to discuss re-purpose of all Raeco castors/wheels.

**SPARE & REPLACEMENT PARTS**

Raeco maintains stocks of spare parts and components.

**CARE & MAINTENANCE**

For shelving, shelving bayend panels and trolleys:

- Use a soft cloth and warm soapy water to wipe down shelves
- Do not use abrasive cleaners or harsh cloths
- Removal of labels, stickers and adhesives should be completed with a safe, non corrosive remover
- We recommend the use of felt pads or rubber stops on bookends to prevent scratching

If you need to replace any components of your Raeco product, please contact our Customer Service line on 1300 727 231.

END.