

Dal Brands Product Warranty

ErgoSelect™ chairs



This document sets out the terms and conditions of the product warranties for Dal Brands ErgoSelect chairs. It is an important document. This guarantee is in addition to other rights you may have under the Australian Consumer Law. Dal Brands take responsibility for this product and all guarantee claims will be processed by Dal Brands.

The ErgoSelect chair guarantee covers faulty workmanship and materials for the following periods:

- Normal use, less than 8 hours use per day: **10 years** guarantee from the date Dal invoices the product.
- More than 8 hours use per day (24/7 use): **2 years** guarantee from the date Dal invoices the product.

The guarantee does not cover fair wear and tear, or the chair upholstery. The guarantee covers the complete structure of the chair.

The guarantee is a “**back to base**” guarantee. You need to return the chair to Dal Brands, and any faulty parts will be replaced free of charge. Should you require your chair repaired on site you will be subject to a service charge, contact Dal Brands for an estimate of the cost to complete repairs on site.

NB: This guarantee can usually for replacement parts. Once we have all the details, the replacement parts will be sent out.

The guarantee does not cover on-site labour costs, however, labour costs are covered if the chair is returned to Dal Brands.

To enquire about claiming under this guarantee, please follow these steps:

- (a) carefully check the operating instructions, user manual and the terms of this guarantee.
- (b) have the model and serial number of the chair available.
- (c) have the proof of purchase (e.g. an invoice) available.
- (d) contact the telephone number below.

For goods provided by Dal Brands in Australia. Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably 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.

Proof of purchase is required before you can make a claim under this guarantee.

Exclusions: You may not make a claim under this guarantee unless the defect claimed is due to faulty or defective parts or workmanship. This guarantee does not cover:

- (a) parts not supplied by Dal Brands
- (b) cosmetic damage which does not affect the operation of the chair
- (c) damage to the chair caused by:
 - (i) negligence or accident
 - (ii) misuse or abuse, including failure to properly maintain or service.
 - (iii) improper, negligent, or faulty servicing or repair works done by anyone other than a Dal Brands authorised repairer/reseller.
 - (iv) normal wear and tear.
 - (v) incomplete or improper installation.
 - (vi) incorrect, improper, or inappropriate operation.
 - (vii) insect or vermin infestation.
 - (viii) failure to comply with any additional instructions supplied with the chair.
 - (ix) introduction of any liquids or foreign materials (including plaster or concrete dust).

In addition, Dal Brands is not liable under this guarantee if the chair has been, or Dal Brands reasonably believes that the chair has been used for purposes other than those for which the chair was intended including if; the chair is modified without authority from Dal Brands in writing; the chair's serial number has been removed or defaced.