



## CVG OFFICE PRODUCT WARRANTY POLICY

The KAB Seating range of 24/7 office chairs is warranted as follows:

1. **Office chair components:**
  - ✓ The frame is guaranteed for 10 years
  - ✓ All other components are guaranteed for 5 years
2. **Office chair accessories:**
  - ✓ All KAB accessories are guaranteed for 5 years
3. **Office chair spare parts:**
  - ✓ All KAB spare parts are guaranteed for 5 years

These warranty periods are applicable to all users up to a weight of 225Kg. Where the users' weight exceeds 225Kg the warranty is null and void.

### **Buro Office Seating Range:**

Selected Buro branded chairs are guaranteed for six or ten years to the original purchaser against faulty manufacture. The information is specified on the tag attached to the seat or refer to Buro product flyer/website. This excludes the upholstery material and fair wear and tear. The guarantee is subject to the chair being used for its designed purpose and a typical 8 hour working day.

### **Conditions of warranty:**

- 1) Proof of purchase is required
- 2) The warranty period commences from the date of invoice
- 3) The warranty is not transferable
- 4) The warranty covers all parts and labour for the duration of the warranty period
- 5) The warranty does not apply:
  - a) If the product is damaged as a result of:
    - i) Improper storage
    - ii) Operation under abnormal conditions
    - iii) Misuse
    - iv) Neglect
    - v) Spills of liquid, excess humidity or exposure to salt water
    - vi) Abuse
    - vii) Acts of God
  - b) If the product has been altered or repaired by anyone other than KAB Seating personnel or an authorised KAB Seating repairer (authorised repairers are listed on our website [www.kabseating.com.au](http://www.kabseating.com.au) under the "repair" button.)
  - c) To any removal or reinstallation costs
- 6) To reasonable wear & tear
- 7) The warranty does not apply to freight
- 8) The warranty does not apply to trims and foams for show stock or ex show stock.

Form	Revision	Date	Prepared by	Approved by
PO-010	8	16/04/2014	S Poole	D Nash



**Statement:**

KAB Seating Systems liability in respect of any defect or failure of goods supplied is limited to replacing or repairing or paying for the repair or replacement of the goods which have been found to be defective because of faulty or incorrect design, workmanship, parts and material.

KAB Seating has successfully satisfied FIRA BS 5459 and AFRDI AS/NZS 4438 for the ACS Executive, Associate, Controller, Executive, Manager and Navigator models to a user weight rating of 150kg.

KAB Seating independently warrants the KAB 24/7 Office Chair range to 225kg. Where a user weights in excess of 225kg, all warranties and guarantees are no longer applicable.

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 for 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.

**Warranty Registration:**

Included in the box with every CVG/Kab Seating/Stratos seat is a warranty registration card. Please ensure that the purchaser completes this warranty registration card and returns it to:

**Attention: Quality Team, Unit 2/29-41 Lysaght Street, Acacia Ridge, QLD, 4110**

In the event of a component/product recall, this will enable CVG/KAB Seating to take swift action by using the register to notify all of those who could potentially be effected by this faulty component/product.

This register will also enable the CVG/KAB Seating Quality Team to address your warranty claim with greater efficiency as all essential details (e.g. date of purchase and serial number) will be on hand.

**Warranty Claims:**

To obtain repairs or replacement items within the terms of this warranty the customer should call our Customer Service Team on 1300 130 522 or e-mail [Australia.warranty@cvgrp.com](mailto:Australia.warranty@cvgrp.com) to obtain a Return Authorisation and to receive instructions as to the return of the goods. CVG/KAB Seating will give an initial response within 1 business day.

Any repair work will normally be completed within 10 business days after receipt of the goods from the customer. CVG/KAB may alternatively attend the customer premises to perform an inspection of goods. The initial cost of freighting the goods to the nearest CVG/KAB Seating location will be at the customer's cost, however if the warranty claim is successfully agreed upon then CVG/KAB Seating will refund this freight. The freight method or inspection time will be discussed during the initial response.

Under no circumstances shall CVG/KAB SEATING be liable for any loss or damage, direct or consequential; including, without limitations, cost profits, the cost of goodwill and work stoppage arising from the liability to use the product.

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product provided which the consumer has under the Trade Practices Act and similar State and Territory Laws.

ALL WARRANTY INFORMATION, PRODUCT FEATURES AND SPECIFICATIONS ARE SUBJECT TO CHANGE WITHOUT NOTICE

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