



Green Line Interiors

ATF The Diakomanolis Family Trust

ABN: 31 708 439 022

9 / 35-41 Westpool Drive Hallam, Victoria 3803

Phone: (03) 8753 4323

Email: sales@greenlineinteriors.com.au

Web: www.greenlineinteriors.com.au

WARRANTY POLICY

The Warranty

The following Structural Defect Warranty is made by GREEN LINE INTERIORS to the original purchasers of its products.

Subject to the limitations below, we warrant that GREEN LINE INTERIORS products are free from defects for the specified warranty period from the date of delivery of the Product to you. If any failure should occur, we will repair or replace, at our discretion, the returned Product to us. Warranty claims must be made in writing to GREEN LINE INTERIORS, within the warranty period and must be made within 7 days of the defect occurring.

At Green Line Interiors, we take pride in our products and are committed to providing you with high quality furniture to ensure that your experience with our products is positive and hassle-free.

We offer a **3 year** structural defect warranty that is subject to our terms & conditions.

This warranty applies only to our exclusive GREEN LINE INTERIORS product brands that have been purchased from GREEN LINE INTERIORS directly and used for purpose within Australia.

Warranty Claims

In the event that you encounter any issues with your product during the warranty period, please get in touch at sales@greenlineinteriors.com.au and our team will be happy to assist you through the claim process.

To make a claim, kindly provide us with the following details:

1. Full name and contact details.
2. Proof of purchase (original invoice)
3. Detailed description of the issue
4. Photos or video of the issue

Limitations

The above warranty shall not apply to any part of a product, which has in the reasonable judgment of GREEN LINE INTERIORS been subjected to misuse, negligent handling, alteration, misapplication, accident or other use beyond normal wear and tear.

The above warranty does not cover damages to/from:

- Alteration or modification in any way by anyone other than Green Line Interiors.
- Misuse, Neglect and /or Failure to adequately maintain the products.
- Malicious and or Accidental acts of damage.
- Service or Repairs by anyone not approved by Green Line Interiors.
- Any use of harmful cleaning products causing and not limited to, discolouration, bubbling, fading, scratching, peeling, cracking and tears.
- Incorrect assembly and/or unpacking by end customer.
- Wear & tear causing but not limited to scratching, creasing, stretching, fading or discolouration.
- Serviceable parts such as but not limited to Swivels, Gas Lifts, Castor Wheels, Glides, & Upholstery materials
- Excessive or prolonged exposure to sunlight or extreme hot or cold environmental conditions.
- Elements such as wind, rain, snow, hail or other extreme weather conditions.
- All Natural disasters including and not limited to earthquake, fire and flood.

Coverage:

The warranty covers repair or replacement of the defective part or product only. If the product is no longer available, GREEN LINE INTERIORS will offer with best efforts a similar product of equal value. You are responsible for the cost of Freight & Shipping of any defective product or part to and from the GREEN LINE INTERIORS warehouse. This warranty will be void if you have defaulted in payment or any other obligation owed to GREEN LINE INTERIORS.

Custom orders:

Products or services sourced from third party suppliers by GREEN LINE INTERIORS are subject to the warranty offered by that third party supplier only. GREEN LINE INTERIORS does not accept any liability for quality or accuracy of any third party sourced products.

GREEN LINE INTERIORS does not accept any liability for customer supplied or requested products, drawings or specifications, including and not limited to modification, customisation or alteration of GREEN LINE INTERIORS products.

Remedies:

If a warranty claim is approved, Green Line Interiors will repair or replace the defective part or product. Green line Interiors representative must be given immediate access to the goods for inspection.

The above warranty and GREEN LINE INTERIORS's obligations hereunder are exclusive and in lieu of, and you expressly waive, all other warranties, verbal or written, expressed or implied, including but not limited to any warranty of merchant ability or fitness for a particular purpose.

We accept no obligations or liabilities for consequential or incidental damages arising out of or in connection with the use or performance of the product or other direct or indirect damages with respect to loss of property, revenues or profit, or for removal, installation or re- installation. No other representative or person is authorised to offer any other warranty or assume any other liabilities on behalf of GREEN LINE INTERIORS.

All claims will be approved or rejected at the sole discretion of GREEN LINE INTERIORS.

Other Conditions:

Sole Terms:

These terms and conditions constitute the full understanding and the entire agreement between the parties in regard to the subject matter here or unless hereafter made in writing and signed by the party to be bound.

Risk of Loss:

Our Invoice to you will show separately, the cost of product(s), freight and any other charges. However, you assume all risk of loss or damage to the product, once we have made delivery to the carrier for shipment to you, regardless of the terms of payment, or the mode of shipment.

Goods Damaged in Transit:

- 1) Despite your assumption of the risk of loss and damage of goods in transit, GREEN LINE INTERIORS will review claims of loss on concealed damages. All claims must be made in writing.
- 2) Any damages must be reported within 48 hours of delivery in order to file a claim.
- 3) In the event of a concealed damage claim, GREEN LINE INTERIORS may negotiate a partial payment to help cover the loss.
- 4) GREEN LINE INTERIORS does not negotiate partial payments for claims of NON-concealed damages. However, you should be aware that damages need to be noted at the time of delivery of goods and noted on the delivery document, for GREEN LINE INTERIORS to be able to make a claim with the relevant logistic company.