

# Warranty – 10 Year.



All OLG products are durable for long-term performance and value. Our range has been rigorously tested to the equivalent of 15 years average use, and our processes comply with internationally recognised certifications. We know the peace of mind a warranty like this can give when making a purchase. If you need to know any information about the legal terms of your warranty, you can find everything right here, or simply give one of our friendly account managers a call.

**The 10 Year Warranty is valid on orders placed on or after 1st October 2018.**

## Warranty

OLG promises the original purchaser that it will repair or replace with the comparable product, at its option and free of charge (for material and components) any product, part or component which fails under **normal indoor use** over the duration of specified warranty term (taken from the date of purchase). **Normal indoor commercial use** is defined as the equivalent of a single shift, 40-hour work-week.

A customer who requests services under this warranty must comply with directions from OLG staff if the warranty claim is to be investigated, and if OLG is to provide repairs and/or spare parts and/or replacement solutions (where applicable). The customer will usually be required to provide a detailed description of the warranty service they are requesting, accompanied by any relevant photos or videos.

If the customer does not comply with the directions aforementioned, OLG is not required to provide services in accordance with this warranty. Without the description and images, OLG can neither investigate the claim nor provide an appropriate solution.

Goods purchased from OLG are covered by guarantees that cannot be excluded under Australian Consumer Law. The customer is entitled to a replacement or refund in a case of major fault. Goods will also be repaired or replaced if they fail to meet acceptable quality standards and the failure does not amount to a major failure.

Minor variations in dimensions, colour, grain, or finish in Goods received by a customer, when compared with images or descriptions on the Website, are not covered by this Warranty. The Warranty does not cover damage that affects only packaging. Goods will also be repaired or replaced if they fail to meet acceptable quality standards and the failure does not amount to a major failure.

## Warranty Limitations

The particular product lines, materials and components listed below are covered according to the following schedule from the date of sale:

- Five Years – Laminates, veneer finishes, adjustable work surface mechanisms, electric motors, electrical components, all components of cafeteria tables, glides, casters, seating controls, seating upholstery foam and stacking chairs.

## Warranty Exclusions

This warranty does not apply and no other warranty applies to:

- Products that were not installed, used or maintained in accordance with OLG instructions
- Normal wear and tear, which is to be expected over the course of ownership
- High-wear items such as glides and textiles
- Abuse, misuse, or accident
- Alteration or modification of the product including substitution of OLG components with any unauthorised non-OLG components
- Products considered consumables, Customer's Own Material (COM) or non-standard textiles and materials
- Variations occurring in surface materials (e.g. colour-fastness or matching grains, textures and colours across dissimilar lots)
- Products used for rental purposes

## Replacement Parts

A supply of all replacement parts for OLG products as are sold will be available in such quantities as to meet the reasonable anticipated demand for such replacement parts from the purchasers of OLG products.

Replacement parts will be available for the reasonable useful life of the product and will be available for use in a timely manner.

**To the extent allowed by law, OLG makes no other warranty, either express or implied, including any warranty of merchantability or fitness for a particular purpose. OLG will not be liable for any consequential or incidental damages.**