

WARRANTY INFORMATION

Warranty Against Defects

1. 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. Where a failure does not amount to a major failure, the Independent Hardware Group is entitled to choose between providing you with a repair, replacement or refund. To obtain compensation, you would need to provide documentary evidence of the loss or damage suffered, and documentary evidence that such loss or damage was a reasonably foreseeable consequence of a failure by the Independent Hardware Group to comply with a consumer guarantee under the Australian Consumer Law. Such evidence may include photographs, statutory declarations, receipts or reports (eg from your doctor), depending on the loss or damage.
2. In addition to all rights and remedies to which you may be entitled under the Competition and Consumer Act 2010 and any other relevant legislation, the manufacturer warrants Principal kitchens to be free from defects in workmanship for a period of 10 years from the date of purchase.
3. In order to claim under this warranty simply visit the Independent Hardware Group store (Mitre 10, Home Timber & Hardware, Thrifty-Link or True Value Hardware), along with proof of purchase (typically this will be a receipt) and evidence of the fault (for example, a photo of the fault in the relevant product). Any cost incurred by you in bringing the product or evidence of the fault to the service desk will be borne by you.
An inspection may be required. We will then arrange, at our option or at the option of the manufacturer, to either repair or replace the product, or refund your money and take back the product — in accordance with our Returns Policy, a copy of which is available in store.
4. Our liability under this manufacturer's warranty is subject to us being satisfied that a defect was caused by defective workmanship, and was not caused by or substantially contributed to by other factors or circumstances beyond our control, including (but not limited to) defective installation, maintenance or repair, alteration or modification of the product in a manner not recommended by the manufacturers or any neglect, misuse or excessive use.
5. The benefits conferred by this manufacturer's warranty are in addition to all rights and remedies conveyed by the Competition and Consumer Act 2010, and any other statutory rights to which you may already be entitled, and this warranty does not exclude, restrict or modify any such rights or remedies that are implied by law.
6. This warranty is provided by the Independent Hardware Group - Mitre 10 Australia Pty Ltd
ABN 98 009 713 704. Home Timber & Hardware Group Pty Ltd ABN 64 004 037 049.
1/19 Corporate Drive, Heatherton, VIC 3202. Phone: 1300 880 440.

Outdoor Kitchen warranty

Principal Outdoor Kitchens are supported by a 10 year warranty for further information please visit www.principalkitchens.com.au

Milano Appliances warranty

Milano Appliances warranty All Milano by Häfele appliances come with a 2 year manufacturer's warranty from date of purchase. To extend your warranty by an additional year free of charge, register your appliance within 90 days from date of purchase. If you do not register, your warranty will be the standard 2 year manufacturers warrant.

Sinks 20 years

Detailed warrant information supplied with all products.

Mixer Taps 2 years and WELS Cartridge 5 years

Detailed warrant information supplied with all products.

Polytec Benchtops and Desire Tempo doors 7 years

Detailed warrant information supplied with all products.