

## CLAYTONS GUARANTEE



Congratulations on the purchase of your new cabinets.

To ensure a satisfactory result, Claytons recommend that any advice in this document be initially trialled on an inconspicuous part of your cabinets prior to commencement.

If contacting Claytons direct, please provide the following details, your contact name and number, address, including lot number if possible, original builder, and a description of the warranty issue and its location in the house. This will enable us to quickly review your request.

### Guide to the Claytons Guarantee:

- The Claytons Guarantee is for 10 years, commencing from the completion date of the home.
- The guarantee provided by Claytons is based on the requirements as set out in the HIA Guide to Kitchen & Bathroom Construction.
- Defects must be clearly visible from a distance of 1500mm and in a standing position, and must be illuminated by "non-critical" light ie. Light that strikes the surface is diffused and is not glancing or parallel to that surface. (Not under direct sunlight, spot lamps, wall lights, torch light).
- If an inspection by Claytons is required, we will arrange for an assessment of the item. A service inspection fee will apply, but if the item is covered under warranty, the fee will be refunded in full.
- Our goods come with guarantees that cannot be excluded in 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.
- The benefits to you under the warranty are in addition to other rights and remedies you have under the relevant law in relation to the goods or services to which the warranty relates.

### Contact Details:

Claytons Warranty Administration  
Claytons (Aust) Pty Ltd  
14 Felstead Drive  
Truganina VIC 3029

If you require any further information, please call us on

**(03) 9209 0000**

Email: [warrantyadmin@claytonsgroup.com.au](mailto:warrantyadmin@claytonsgroup.com.au)

Website: [claytonsgroup.com.au](http://claytonsgroup.com.au)

### Our guarantee is subject to the exclusions listed below:

- General wear and tear.
- Abrasive or solvent cleaners have not been used to clean any kitchen components.
- Negligence to the product.
- Finished surfaces being exposed to moisture or heat, surface cracks, imperfections, colour variations etc, that are common with natural products such as timber, timber veneer and stone benchtops.
- Damage to benchtop joins due to water overflows, heat or steam caused by appliances being placed near the join.
- Damage due to exposure to direct sunlight.
- Cracks in stone benchtops generally associated due to ground movement or settlement. Cracks developed in tops after installation are not covered under warranty.
- Failure to care and maintain your kitchen in accordance with the attached Claytons Care & Maintenance Guide.
- Faulty materials supplied to Claytons, in which the supplier's warranty is applicable.
- The warranty will only apply if Claytons is notified within 30 days of the holder of the warranty initially becoming aware of the product failure.
- Cabinetry used outside — Outdoor installations are covered for quality of workmanship only. (ie. not the product itself).

Please read the contents of this "Claytons Care & Maintenance Guide" carefully. Adhering to the practices contained within will ensure the long life for your cabinetry.