

# KAI39 WARRANTY INFO

Schots Home Emporium Pty. Ltd. ("Schots") warrants that this product is free from defects in workmanship and parts for a period of **3 years** from the date of purchase, subject to the terms set out in this document ("Warranty").

## Claiming on the Warranty

If you purchased a Schots product and wish to claim on the Warranty, you must first contact Schots at the contact details below and:

- Provide Schots with details of the claim on the Warranty;
- Provide Schots with proof of original purchase; and
- Obtain a "Return Number" from Schots.

Once you have received a Return Number, please securely pack and return the product to Schots including a copy of the original proof of purchase and the Return Number. Schots will assess your claim and, if in the reasonable opinion of Schots the Warranty applies, Schots will at its own option and cost:

- Provide you with the same or similar Schots product; or
- Repair the product and return it to you; or
- Refund the price you paid for the Schots product.

## Exclusions

Except as set out in this Warranty, Schots is not liable for any other costs and expressly excludes the following:

- Schots products which have been improperly installed or fitted;
- Schots products which have not been properly maintained in accordance with Schots care and maintenance recommendations;
- Schots products which have been used in a way or manner not within the scope and limitations of the specifications of the products (including Schots products which are intended for domestic or residential use but are used in commercial or industrial applications);
- Fair wear and tear;
- Schots products which have been modified, altered or repaired without the written authorisation of Schots;
- Schots products which have been subject to accident, abuse, misuse, neglect or damage;
- Defects or deterioration caused to Schots products from being exposed to corrosives, including vapours, chemicals, abrasive compounds, contamination, pollution, coastal air, salt spray or high humidity that exceed the tolerances as set out by Schots from time to time or cosmetic imperfections such as tea-staining, finish tarnishing or superficial corrosion;
- Schots products which have had any of the brands, marks, patented plates, numbers or other information of Schots on the products defaced or removed; and
- Personal injury, property damage, consequential or economic loss, howsoever caused including any such injury, damage or loss that arises from your continued use of the product after a defect is observed or apparent
- Product must be inspected prior to installation, if a product has unacceptable defects, colour or

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size, do not install. Should a faulty or damaged product be installed Schots will not accept any labour claims for removal or replacement of product.

If products are returned to Schots which, in Schots' reasonable opinion, do not fall within this Warranty, the products will be returned to you freight-collect or, where freight costs are unreasonably excessive, made available for you to collect

## Australian Consumer Law

The following guarantee applies only to a "consumer" as defined in the Australian Consumer Law:

Our goods and services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the service, you are entitled:

- To cancel your service contract with us; and
- To a refund for the unused portion, or to compensation for its reduced value

You are also entitled to choose a refund or replacement for major failures with goods. If a failure with the goods or a service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the goods or service.

## Care & Maintenance

- **Indoor Use Only:** These doors are for internal use only. Ensure all six sides are painted, stained, or sealed before installation, as timber adjusts to environmental changes in moisture. Light sanding is recommended for veneer doors, but avoid sanding back more than 0.2mm. Use sandpaper with grit 240 or higher and always sand along the grain.
- **Natural Variations:** Variations in timber colour and texture are natural and not considered defects. Warping up to 5mm on standard doors (or 6mm on doors over 2040mm) is acceptable. The warranty does not cover:
  - a) Improperly hung doors or those that don't swing freely.
  - b) Doors exposed to exterior conditions.
- **Materials:** Our doors feature engineered paulownia timber with Hemlock or oak veneer, bonded with moisture-resistant MDF for a smooth, durable finish. This modern manufacturing process ensures lasting warmth and style.
- For detailed Care & Maintenance, refer to [KAI39 Installation Instructions](#)

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## Schots Home Emporium Pty Ltd Contact Information

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