

xOx JOINERY
WARRANTY





Product Warranty

Studio xOx offers the following limited warranty period for our vanities and mirror cabinets from date of purchase:

| | Residential | Commercial |
|---------------------------------|----------------------------|------------|
| Veneer | 5 years | 12 months |
| Polyurethane | 5 years | 12 months |
| Medium-Density Fibreboard (MDF) | 5 years | 12 months |
| Häfele Hardware | Limited Lifetime Warranty* | 12 months |
| Häfele LED Light | 2 years | 12 months |
| Glass Shelving | 3 years | 12 months |
| Mirrors | 3 years | 12 months |

*For additional Häfele warranty information please visit <https://www.hafele.com.au/en/info/service/haefele-warranties/67846/>

Conditions

- o xOx Vanities must be installed by a licensed installer following the installation instructions provided by xOx;
- o xOx Vanities must be used and maintained in accordance with our product care guidelines;
- o xOx will repair or replace a product if it fails due to a manufacturing defect within its warranty period;
- o In the unlikely event that a product needs to be repaired or replaced due to a manufacturing defect, our manufacturer will make their best effort to repair or replace the product with the best possible colour match to the original product;
- o xOx and our manufacturer(s) cannot guarantee an exact colour match in the event of a repair and replacement;
- o This warranty does not apply to damage resulting from faulty or incorrect installation or handling once delivered;
- o This warranty does not apply on alteration, misuse, tampering, negligence, abuse or wear and tear;
- o This warranty does not cover colour inconsistency, colour change or damage due to exposure to direct or indirect light, heat, and/or reaction to chemical cleaning products;
- o This warranty does not include normal wear and tear, defects that have been disclosed as a feature, general colour fading, discolouration or damage due to direct or indirect sunlight;
- o Excessive water and sunlight exposure and other environmental conditions will factor in our guaranteed assessment;
- o Warranty claims must be filed with xOx directly;
- o This limited residential warranty is transferable during the warranty period following initial installation only when the new owner notifies xOx in writing;



- o This limited commercial warranty is non-transferable during the warranty period and is limited to the original owner of the project, and is not transferable or assignable and this limited warranty expires if sold, transferred or assigned;
- o Any modification to your product post installation may void this Warranty;
- o Repairs under this warranty do not extend the warranty period and do not initiate a new warranty period and the warranty period for any replacement parts fitted ends together with the warranty for the entire product;
- o This warranty is limited to repair, replacing or a refund for the faulty goods, and it does not include installation and/or any other trade services;
- o Products are manufactured with high quality materials to Australian standards but are not waterproof;
- o xOx joinery comes with guarantees that cannot be excluded under the Australian Consumer Law.

Please ensure that the product is inspected before installation. If damage has occurred in transit and/or a visible defect exists, do not proceed with installation. Please contact the retailer you purchased the product from immediately. The warranty will be void if defective product is installed and damage occurs due to improper maintenance, miss handling, installation, or use.



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