

Blum Australia SERVO-DRIVE warranty statement

In this warranty “Blum” refers to Blum Australia Pty Ltd (ABN 80 076 459 713).

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.

With your purchase of SERVO-DRIVE, you have chosen an innovative product from Blum. As with all Blum products, SERVO-DRIVE meets Blum’s high quality standards. That is why we warrant the function of SERVO-DRIVE electrical components to the original purchaser for a period of 5 years from the date of dispatch by Blum. During the warranty period, Blum will, subject to the terms of this warranty statement, provide to the original purchaser replacement part(s) in respect of the defective component(s) free of charge.

(A) How long do we warrant the function of SERVO-DRIVE?

1. For all Blum supplied SERVO-DRIVE components, we warrant the function for a period of 5 years, provided that the components are applied for their intended use.
2. The warranty period starts on the day of dispatch from Blum to you.
3. The free delivery of the replacement part(s) does not extend the warranty or warranty time period originally granted.

(B) When are you entitled to claim the warranty?

1. You are the original purchaser of the SERVO-DRIVE component from Blum.
2. SERVO-DRIVE components have been installed in accordance with Blum
3. installation instructions and exclusively in combination with Blum products.
4. The assembly, installation and set-up was carried out by a trained specialist.
5. To qualify for a claim under this warranty, you must first make a claim against the person who sold/installed the SERVO DRIVE. Where this is not possible you must provide Blum with the batch number of the defective part(s) and the details of the seller/installer against whom you either cannot make the claim or unsuccessfully made a claim.
6. All parts claimed to be defective must be unmodified Blum original parts.

(C) What does the warranty provide?

1. The warranty only provides sending a replacement of the defective part(s) free of charge to the original purchaser’s address where the products were originally installed.

(D) What does the warranty not cover?

Blum will not be responsible for any expenses incurred by you or any third party engaged by you, including any related labour cost.

This warranty does not cover defects which are attributable to the following causes:

1. Exposure of the Blum product to corrosive substances
2. Improper assembly or installation, e.g. non-compliance with valid national standards, regulations or Blum installation instructions.
3. Improper use as well as improper operation or excessive load and/or use, e.g. for industrial/commercial use.
4. Modified components, unsuitable operating conditions and improper upkeep/maintenance.
5. External causes, for example, transport damage, damaged caused in the course of processing/assembly, storage, damage due to atmospheric conditions and/or other natural events and acts of God.
6. Removal or modification of the serial tags and/or part and batch numbers; repairs to or interference with components.
7. Use in outdoor external settings exposed to the elements, e.g. on patios or boats.
8. Use in conjunction with non-Blum hardware, such as hinges, drawers, runners and wire baskets.

(E) What else do you need to keep in mind?

1. When receiving a warranty claim, Blum has the right to request and retain all replaced parts for the purpose of product monitoring and error analysis.

Contact details of Blum for warranty claims:

Blum Australia Pty. Ltd.

PO Box 1615

Green Valley NSW 2168

Ph: (02) 9612 5400

Toll Free: 1800 179 186

E-mail: customerservice.au@blum.com

In relation to any claim under this warranty Blum accepts no liability for any loss, damage, cost, loss of profits, anticipated savings, wasted expenditure, loss of contracts with third parties, goodwill or any type of special, indirect or consequential loss ("Loss") whether suffered by you or by any third party and whether or not Blum was aware that such Loss was possible or such Loss was otherwise foreseeable.

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