

## Blum Australia warranty statement of non-electrical products

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.

Our goal is to ensure that our fittings systems provide comfort and function to furniture buyers for as long as the furniture is used. All Blum products are engineered to provide for a problem-free-use of the furniture during its lifetime, which is considered to be 20 years. We achieve this goal by using the strictest internal guidelines that are the basis for our ISO 9001 quality management system. We also use our own testing laboratory in conjunction with other international testing organisations to monitor the quality of our products on a regular basis and observe how they are used in daily activities.

### Warranty Period:

The warranty period is 20 years for Blum hardware as this is considered lifetime of the furniture.

### 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](mailto:customerservice.au@blum.com)

### What you must do to claim under the warranty:

To be entitled to claim under this warranty, you must ensure that:

- you are the original purchaser and are in possession of the furniture which contains the Blum product, and
- any instructions issued by Blum have been complied with, including without limitation, that the product has not been subject to improper use, improper operation or excessive load.

To claim under the warranty, you must contact Blum in writing by email or post at the address set out above, within 30 days of the problem occurring. When making the claim, you must provide Blum with the defective product or a photograph of the product, together with a short description of the problem.

**What Blum must do under the warranty:**

If a Blum product is found to be defective during the warranty period Blum will replace the defective Blum product by sending replacement parts free of charge to your address.

**Expenses:**

Blum will be responsible for any expenses associated with sending the replacement parts to your address. However, Blum will not pay for any related labour costs regarding removal of the defective product and/or installation of the replacement part.

**Exclusions:**

Blum shall not be liable under this warranty for:

1. Defects attributable to damage or defects caused by the 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, e.g. on patios or boats.
8. Use in conjunction with non-Blum hardware, such as hinges, drawers, runners and wire baskets.

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.

September 2021