

Warranty Information

Letterboxes



Please ensure that you keep this warranty form in a safe place along with your proof of purchase.

Product:
Place of purchase (retailer):
Date of Purchase:/...../.....

Manufacturer's Warranty

This Product comes with a 5 year Limited Warranty against manufacturing defects from the date of purchase subject to the following limitations:

Timber- Any timber parts or components used in a Sandleford letterbox are guaranteed to be free of defects in material and workmanship for a period of 12 months from the date of purchase.

Glass- Any glass parts or components used in a Sandleford letterbox are guaranteed to be free of defects in material and workmanship for a period of 12 months from the date of purchase.

The warranty also applies to missing or damaged parts.

Manufacturer's Disclosure

This Warranty against defects shall not apply in the following situations:

- Where The Product is not assembled or installed in accordance with the instructions provided in the product kit.
- Where The Product is used for any purpose other than its intended purpose.
- Where The Product is not maintained by the consumer (eg. Lubrication of hinges, cleaning of Stainless Steel).
- Where the damage to The Product is caused by storms (eg. Heavy rain, hail, lightning, floods).
- Where the key to The Product is lost by the consumer.
- Where naturally occurring tea-stains appear on stainless steel

Our goods come with Guarantees that cannot be excluded under 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.

Warranty Claim Process

If there is any concern about the quality of your product or you have missing parts, please contact Sandleford directly using the contact details at the bottom of this page. We can advise you directly in regard to the availability of spare parts, refund, or replacement.

If a replacement or refund is deemed necessary, the product must be returned (re-packaged) to the original place of purchase complete with the receipt or proof of the original purchase.

This Warranty is provided by:

Business Name: Sandleford Holdings Pty Ltd
Business Address: 45-49 Whitfield Bvd, Cranbourne West VIC 3977
Phone: 1300 457 272
Email: warranty@sandleford.com.au