

## EasyAS Adjustable DIY Shutter Warranty

EasyAS warrants that its adjustable DIY shutters will be free from defects in materials and workmanship for the stated periods from the date of purchase, subject to the provisions of this warranty.

This warranty is valid for a period of **10 Years** from date of purchase and is limited to the repair or replacement of the defective materials and components. Repairs will be made with like or similar parts. EasyAS reserves the right to discharge its obligations under this warranty by refunding the original purchase price of the defective materials or components.

### **This Warranty Excludes:**

Any condition or damage relating to the product being used externally, or resulting from, accidents, alterations, discoloration or fading over time, misuse, abuse, normal wear and tear, removal and/or reinstallation, failure to follow the installation or use instructions of EasyAS, or force majeure including, without limitation, storm, fire, floods, cyclone's, standing water, explosions, earthquakes, vandalism, riots, acts of war, pollutants, acts of God or other occurrences beyond the control of EasyAS.

Installations subject to salt spray or marine influences, severe industrial or corrosive environments or internal situations subject to moisture laden air. Shipping charges and costs for removing, disassembling, reassembling and reinstalling the materials or components.

### **Special Conditions**

All EasyAS adjustable DIY shutter customers must follow the information provided in the Check Measure and Installation Guides as provided by EasyAS. All products must fall within the guidelines and allowances provided by the product document. Failure to adhere to any of the above clauses will result in the voiding of all warranties. Check Measure guidelines are available from the EasyAS retail brochure and website at [easy-as.co.nz](http://easy-as.co.nz)

This warranty is not transferrable.

### **Interpretation**

This warranty shall be interpreted and applied subject to the operation of any statute applicable in New Zealand, the terms of which cannot be excluded by the parties, including (if applicable) the Consumer Guarantees Act 1993. With the exception of the matters outlined in this document, all other implied terms, warranties, conditions and consequences are excluded.

## Warranty Claims

Warranty claims must be made as soon as possible after discovery of the defect and, in any event, within the warranty period. Warranty claims must be accompanied by proof of payment of the full purchase price by the original purchaser.

## EasyAS Warranty / Returns Process

In the event of a warranty claim, please follow the following 3 step process:

**Step 1** Take photos of the damaged shutter.

**Step 2** Contact EasyAS at [info@easy-as.co.nz](mailto:info@easy-as.co.nz), attach the proof of purchase, the photos of the damaged product, your contact details and a brief explanation of the damage and how it occurred.

**Step 3** The EasyAS quality team will assess the claim and contact you regarding the repair or replacement of the shutter.

EasyAS can also be contacted by phone – **09 666 3279**

Alternatively, take the product back to the place of purchase with your proof of purchase (a copy of the tax receipt detailing the date of the purchase, the product purchased & the place of purchase). The place of purchase must be an accredited EasyAS Bunnings store. The Bunnings store will contact EasyAS to arrange an assessment of the damaged product and replacement. EasyAS will contact the customer within 24hrs.

## EasyAS Contact Details

**Web:** [easy-as.co.nz](http://easy-as.co.nz)

**Phone:** [09 666 3279](tel:096663279)

**Email:** [info@easy-as.co.nz](mailto:info@easy-as.co.nz)