

Thank you for purchasing a SilverLynx product

As one of Australia's leading bedroom furniture manufacturers, we have long established partnerships with Australia's most successful retailers.

Customers who buy our products recognise our commitment to quality and customer satisfaction.

SilverLynx is a **values**-based business. Our commitment to quality, evolving design leadership, customer service and exceeding customer expectations - is unsurpassed in the industry.

Enjoy your SilverLynx bed.

**SILVER
LYNX**



MANUFACTURERS WARRANTY

CARE & MAINTENANCE

Your SilverLynx product is crafted with care, properly maintained, it will mature over time developing a rich deep patina enhancing its appearance. To get the best performance from your SilverLynx product, please follow the simple care instructions listed below.

- Do not use silicone based polishes/cleaners at any time.
- Dust surfaces gently with a feather duster then wipe gently with a slightly damp cloth/chamois.
- Do not allow liquids, damp clothes to remain in contact with lacquered surface for extended periods.
- Never place furniture in close proximity to heating outlets.
- Exposure to direct sunlight will cause colour fading to fabrics, leathers and timber finishes.
- Do not allow solvents, abrasives or heated objects to come in contact with the suite.
- Do not use cordless drivers or power drills to tighten your bed brackets, as over-tightening can cause the foot end rail to bow.

Contact your retailer or our sales office for further information



MANUFACTURERS WARRANTY

Warranty (please refer to the following page for the full terms and conditions):

Subject to the Warranty Terms and Conditions and the Warranty Claim Procedure, SilverLynx warrants this product to be free of manufacturing or material defect for 5 years from the invoice date of purchase.

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.

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

Warranty Claim Procedure:

In order to make a warranty claim you must follow the procedure outlined below:

1. You must contact your place of purchase and provide a proof of purchase to register a claim.
2. The retailer will make a qualifying investigation. You must provide the following to the retailer:
 - a. A copy of the proof of purchase.
 - b. If at all possible - supply photos showing the issue claimed – preferably in electronic form for transmission to the supplier. While not mandatory this will speed the processing of your claim considerably.
 - c. Clearly state the grounds for the claim and describe any relevant circumstances.
 - d. An assurance that the product has not been damaged, incorrectly assembled, installed or operated, exposed to the elements, negligently treated, or misused. Any false representations may void your claim.
3. A form detailing the claim must be filled out and lodged with your place of purchase.
4. The retailer will submit the claim in writing to SilverLynx who will handle the claim. You will be contacted by a representative of SilverLynx who will respond to bona fide claims in a timely manner.
5. You may be required to make the product available for inspection Mon – Fri between 9am and 5pm at a location specified by SilverLynx, this may be your house or the retailer's showroom.
6. The product may only be returned to SilverLynx after approval, in writing, by an authorized office of SilverLynx.

Manufacturers Name: **SilverLynx**

Manufacturers Address: **11-17 Sages Rd, Glenroy VIC 3046**

Manufacturers Phone: **+613 9359 4000**

Manufacturers Email: **sales@silverlynx.com.au**



Warranty Terms and Conditions

- (a) This warranty is not transferable; it applies only to the consumer that purchased the product from the retailer invoiced by SilverLynx ("purchaser").
- (b) SilverLynx will remedy any bona-fide claim submitted in accordance with these terms and conditions. In the event that a major defect is discovered with a product, SilverLynx will provide either a refund or a replacement upon nomination of the purchaser. In the event that a minor defect is discovered with the product the manufacturer, at its sole discretion, will repair or replace the product at no cost to the purchaser or provide a full refund.
- (c) If inspection and testing finds no fault, the purchaser must pay SilverLynx usual costs of service work, evaluation and testing.
- (d) SilverLynx reserves the right to replace defective parts of the product with parts and components of similar quality, grade and composition where an identical part or component is not available.
- (e) Products presented for repair may be replaced by refurbished products of the same type rather than being repaired. Refurbished parts may be used to repair the product.
- (f) SilverLynx is responsible for transit damage that occurs while freight is SilverLynx's responsibility. Otherwise risk passes to the purchaser once the product leaves the factory.
- (g) Freight costs for warranty claims will be borne by the supplier or retailer at the nominated point of delivery provided all parties agree that it is a bona fide warranty claim.
- (h) It is the responsibility of the purchaser to ensure that the product is delivered in good order. SilverLynx will not accept any attempts to extend warranty terms. SilverLynx's responsibilities are not changed by receipt of products which say that "goods are subject to checking".
- (i) Claims for damaged products will not be accepted if documentary evidence shows that the purchaser or their agents received the products in good order and condition.
- (j) This warranty does not apply if:
 - i. the product has not been assembled, maintained, cleaned, installed or operated in accordance with SilverLynx's instructions or recommendations;
 - ii. the product has been subjected to abuse, improperly treated, neglected, or misused;
 - iii. the product has been exposed to the elements, including environmental issues such as mould, rain, sunlight exposure; and/or
 - iv. Repairs, maintenance or service have been done by an unauthorised person.
- (k) This warranty does not extend to nicks, scratches and wrinkles occurring in leather/lustrell.
- (l) This warranty does not extend to chips, scratches or marks occurring in timber.
- (m) This warranty does not extend to products which are intended for commercial use.
- (n) **SPECIFIC EXCLUSIONS – TIMBER FURNITURE**

The following specific warranties and product specific issues relate to timber furniture. The natural features of timber result in finished products that display variation and individual characteristics. Specific requests that impact on manufacture limit SilverLynx's ability to minimise variation and in cases such as the request for unsealed product, it may even result in surface checking, warping, staining and other such problems. Where possible, SilverLynx will explain the situation to the purchaser at the time of order placement.

- v. **PRODUCT ORDERED RAW** -Warranty claims relating to products specifically ordered to be supplied in raw unpolished finish will be limited to manufacturing or material faults which do not relate to the raw finish. Surface checking, warping staining and other problems directly related to the supply of product in raw form will not be covered by warranty.
- vi. **COLOUR CONSISTENCY** - Due to the natural variations and characteristics of the material SilverLynx cannot guarantee total uniformity of colour within any one piece of furniture, especially those products made of leather, timbers and stones.



- vii. COLOUR MATCHING – SilverLynx cannot guarantee colour matching with products not manufactured by SilverLynx.
- (o) A minimum service call charge of \$100.00 will apply where SilverLynx is requested to attend to works or repairs that are not covered by this warranty.
 - (p) SilverLynx makes no express warranties or representations other than set out in this warranty.
 - (q) SilverLynx's liability under this warranty is strictly limited to the maximum allowed under the Australian Consumer Law.
 - (r) In the event of a dispute regarding warranty, the matter will be adjudicated by a recognised industry conciliator/mediator. A list of approved industry conciliators/mediators is available from the State Offices of the Australian Furniture Association Inc (AFA).

For a more detailed version of this document please log onto
www.silverlynx.com.au



Procedure for Warranty Claims

(for the manufacturer / importer – retailer relationship)

1. Consumer must contact the place of purchase and provide a proof of purchase to register a claim.
2. The retail place of purchase will make a qualifying investigation prior to contacting SilverLynx. The details must be filled out on a claim form (sample attached).

This must include:

- a. Verification that the products were made by SilverLynx as claimed, this must include full product details and the Invoice number under which the products were supplied.
 - b. If at all possible obtain photos showing the issue claimed – preferably in electronic form for transmission to SilverLynx.
 - c. Establish the grounds for the claim.
 - d. Enquire and record whether the product may have been damaged, incorrectly assembled, exposed to the elements, negligently treated, or misused.
3. The place of purchase will submit the claim in writing to SilverLynx. Sales agents are not to be contacted directly; this is the prerogative of SilverLynx.
 4. SilverLynx will respond to bona fide claims in a timely manner.





Warranty Claim Form

Please retain these instructions for future reference

Warranty Claim Form

Claim cannot proceed until all below information is provided

Please complete this form and return it to the original point of purchase to be forwarded to SilverLynx

Customer name _____ Date _____

Address _____

Phone _____ Email _____

Retailer's invoice # _____ Invoice date _____

Attach photocopy of invoice – claim cannot proceed until this is sighted

Retailer name _____

Address _____

Contact name _____

Phone _____ Fax _____ Email _____

Product name/model _____

Manufacturer's invoice # _____ Invoice date _____

Is the claimant the original purchaser of the goods? Y / N

Have photos showing the issue been supplied? *This will help speed up the process*

Y / N

Customer statement detailing issue

Signed as a true and complete statement _____ Date _____

Retailer inspection details

Name of person inspecting _____

Inspection comments / recommendation _____

Manufacturer's recommendation

