



Auscraft Furniture

DOCUMENT 01

WARRANTY AND POLICY

Warranty Statement

Auscraft Furniture's manufacturer warranty, alongside your rights under the Australian Consumer Law.



Our commitment

Auscraft Furniture Pty Ltd designs and builds outdoor timber and metal-frame furniture in Australia. Our range includes picnic tables, outdoor dining sets, outdoor tables, benches, bar tables, metal-frame outdoor furniture and custom-made pieces. We stand behind the workmanship and materials we put into every piece. Our furniture is designed to perform well over time when cared for in line with our Maintenance and Care Guide and, where relevant, our Metal Frame Furniture Care and Warranty Guide.

This Warranty Statement sets out the manufacturer’s warranty we provide on our products, alongside your rights under the Australian Consumer Law.

Your rights under the Australian Consumer Law

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 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.

This Warranty Statement is in addition to, and does not limit, your rights under the Australian Consumer Law.

Products covered

This warranty applies to all Auscraft Furniture across our product ranges, including picnic tables, outdoor dining sets, outdoor tables, benches, bar tables, metal-frame furniture and custom-made outdoor pieces. Where a custom-made order uses materials or finishes outside our standard ranges, any variation in Auscraft Furniture’s voluntary warranty cover will be agreed with you in writing at the time of the order. Any such variation does not limit your rights under the Australian Consumer Law.

Warranty periods by product range

| PRODUCT RANGE | STRUCTURAL | ADDITIONAL | SUITABLE FOR |
|---------------------------------------|------------|--------------|---|
| Premium Hardwood | 3 years | | Long-term outdoor use, including commercial, hospitality, schools, councils, parks and other high-use environments. Class 1 Australian hardwoods including QLD Red Gum, QLD Spotted Gum, Red Ironbark, Grey Ironbark and Gympie Messmate, depending on availability and the specification confirmed at order. |
| Heavy Duty Treated Pine | 1 year | | H3 arsenic-free treated pine for above-ground outdoor use. Stronger outdoor option than Classic / Untreated Pine. More suitable for exposed outdoor and commercial settings, with regular care. Not maintenance-free. |
| Classic / Untreated Pine | 1 year | | A cost-effective option that works best in undercover, semi-protected or indoor-style settings. Can be used outdoors with regular care. |
| Metal Frame furniture metal component | 1 year | 2 years rust | Steel frame (stainless, galvanised, or painted / powder-coated, depending on the specification confirmed at order). For coastal, waterfront, salt-air or high- |



corrosion environments, 316 stainless steel is generally recommended, subject to the specification confirmed at order.

Metal Frame furniture · 3 years
hardwood top / slats (where included)

Where a Metal Frame product includes hardwood components, those components are warranted under the Premium Hardwood framework.

Painted, oiled, stained, See below
varnished and raw finishes

Finish performance depends on exposure, colour, environment, use and ongoing care.

“Structural integrity” means the load-bearing joinery, framing and fixings that hold the product together in normal use.

The exact specification of each product (timber species, treatment class, metal grade, coating standard) is recorded on your quote or order confirmation. Please refer to your order documents for the specification supplied. Where technical specifications matter (for example, council, school or commercial procurement), please contact us if you need additional detail.

WHAT “NORMAL OUTDOOR USE” MEANS IN THIS WARRANTY

For the purposes of this warranty, “normal outdoor use” means use in an environment reasonably suited to the product range, material and specification supplied, as recorded on your quote or order confirmation, with routine cleaning, inspection and care as described in the relevant Auscraft Care Guide. Use in environments significantly harsher than the product range is suited to, or use without the routine care described in the relevant Care Guide, may affect or may limit the warranty cover available. Your rights under the Australian Consumer Law are not affected.

What this warranty covers

Within the relevant structural warranty period, Auscraft Furniture will assess the issue and may offer a repair, replacement, refund or other remedy, depending on the circumstances and subject to your rights under the Australian Consumer Law. This applies where the structural joinery, framing or fixings fail in normal use, and where the product has been used and maintained in accordance with our Maintenance and Care Guide and, for metal-frame furniture, the Metal Frame Furniture Care and Warranty Guide, and used in an environment reasonably suited to the range purchased.

The Metal Frame rust warranty covers rust appearing on the metal frame in normal outdoor use during the warranty period. See the rust warranty scope and exclusions below.

Rust warranty scope and exclusions (Metal Frame furniture)

The 2-year rust warranty applies to rust appearing on the metal frame in normal outdoor use during the warranty period, where the rust is not caused by any of the following:

- Surface scratches that cut through the coating to the metal
- Coating damage, chips or peeling from impact, drops or knocks
- Damage from misuse, vandalism or accidental impact
- Damage from dragging the furniture across rough surfaces, gravel or concrete



- Third-party modification, drilling, welding or repair
- Harsh chemical exposure (cleaning chemicals, fertilisers, solvents, paint stripper)
- Pool or chlorine exposure that has not been reasonably rinsed or managed
- Salt or chloride build-up that has not been cleaned off in coastal, waterfront, salt-air or pool / spa use
- Damage from grinders, welders or hot tools near the frame
- Failure to carry out reasonable inspection and touch-up care where visible coating damage has occurred, as described in the Metal Frame Furniture Care and Warranty Guide

The following are also not normally within the scope of the rust or structural warranty:

- Tea staining on stainless steel (cosmetic, not structural rust)
- Light surface oxidation on galvanised steel (the natural weathering of the zinc layer; not a defect)

Where an issue is genuinely caused by a manufacturing defect, rather than scratch, impact, misuse, third-party damage or inadequate care, Auscraft Furniture will assess it separately. Where structural integrity, safety or normal use is affected, Auscraft Furniture will also assess it separately. **In every case, your rights under the Australian Consumer Law are not affected.**

Finish performance

Finish performance depends on exposure, colour, environment, use and ongoing care. Finishes are surface protection layers and require inspection and maintenance over time. Finish wear, fading, cracking, peeling or coating breakdown caused by exposure, weathering, timber movement or lack of maintenance is not normally treated as a separate structural warranty issue. This does not limit your rights under the Australian Consumer Law.

Raw / unfinished products

Raw / unfinished products are supplied without an Auscraft-applied protective finish. If you choose a raw finish, you are responsible for applying a suitable sealant, oil, paint, stain or other protective finish as soon as practical after delivery and before prolonged outdoor exposure.

Raw timber is more exposed to moisture, UV, mould, staining, tannin bleed, surface checking, splitting, movement and weathering. Issues caused or worsened by leaving raw timber unsealed or poorly maintained may affect or may limit the warranty cover available. **Your rights under the Australian Consumer Law are not affected.**

How to make a warranty claim

If you believe a product issue is covered by this warranty or by the Australian Consumer Law, please contact Auscraft Furniture as soon as practical with the following:

- Your name, contact details and the order or invoice reference
- A description of the issue
- Clear photos of the issue (close-up, full view, underside, environment)
- The approximate date the issue was first noticed
- Where the product is installed (postcode, environment, exposure)

We aim to acknowledge warranty enquiries within 2 business days and confirm next steps. Where an inspection or collection is required for a valid warranty assessment, Auscraft Furniture will advise the process in writing. If



the issue is confirmed as covered by this warranty or your Australian Consumer Law rights, Auscraft Furniture will bear the reasonable assessment or collection costs.

Mandatory information

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 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.

CONTACT FOR WARRANTY CLAIMS

Auscraft Furniture Pty Ltd — 12 Dyer Crescent, West Gosford NSW 2250
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What you must do to claim under this warranty is set out in the “How to make a warranty claim” section above. We bear our own costs of assessing your claim. Where an inspection or collection is required for a valid warranty assessment, Auscraft Furniture will advise the process in writing; if the issue is confirmed as covered by this warranty or your Australian Consumer Law rights, Auscraft Furniture will bear the reasonable assessment or collection costs.

This warranty is given in addition to your rights under the Australian Consumer Law.

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