

7.4 Guarantees

Senator undertakes that if within 5 years of delivery of the goods the structure of the goods is found to have defects in workmanship or material under normal use and service it will (at its option) either repair or replace the defective goods or parts. This is subject to fair wear and tear and that the goods have been properly maintained and not been subject to any misuse, unauthorised repair, replacement, modification or alteration.

Desking – 5 years

Seating – 5 years

Office steel storage – 5 years

Timber Carcasses Storage – 5 years

5.2.7 Returns and Replacements

Replacements are either from Stock (1 – 2 weeks delivery), or to be manufactured on Standard Lead Times or less. Senator's Returns Policy & Procedure states:

- a. Goods defective on delivery can be returned for exchange or full credit
- b. Goods incorrectly delivered by Senator can be returned for a full credit
- c. Goods incorrectly ordered will not be accepted back for credit without a negotiated handling charge authorised in writing.

Faulty Products

We will collect faulty items within one week and subject to repair or replacement; will return within Standard Lead Times or less.

'Critical / Essential' equipment failure

We undertake to get an engineer to site within 3 working days. Repair is either affected immediately or subject to replacement from stock, or, if manufactured from new, within Standard Lead Time or less.