

## WARRANTY POLICY

### 1. What is covered by this Warranty Policy?

This Warranty Policy applies to all Urban+ products that were purchased either direct or via an authorised distributor. Urban+ reserves the right to determine if the product is indeed faulty and/or unfit for purpose having acquired sufficient evidence that the product was installed and maintained correctly and was not subject to excessive wear and tear conditions.

It is the sole discretion of Urban+ whether the product will be repaired or replaced.

### 2. Warranty Period

Your Warranty Period begins on the day of despatch with each product date stamped on this day.

Product Category	Applicable Warranty Period
O fountain	1 year
Chilled VersaFiller, Hydration Station & Bottle Filler (Models AC-P8EBFTY, AC-M8WREBFY & AC-MW8EBFY)	1 year full, 2 year parts only
Drinking Fountains & Bottle Refill Stations	2 years
All Other Furniture	2 years

Urban+ also offers extended warranty periods on a case-by-case basis (POA).

### 3. How to claim under this Warranty Policy?

Please [download](#) or request our Warranty Return Form and return to [office@urbanff.com.au](mailto:office@urbanff.com.au)

### 4. What is excluded from this Warranty Policy?

- i. Products that were not installed as per our Installation Guidelines
- ii. Products that have not been maintained as per our Maintenance Guidelines
- iii. Products that have been used for purposes outside of their intended use
- iv. Products that were subject to excessive wear and tear conditions
- v. Products that have been subject to vandalism, theft, or purposeful damage