

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 at 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
Drinking Fountains & Bottle Refill Stations	2 years
All Other Furniture	2 years
Chiller Units	2 Years
CF400 Series (excluding chiller)	3 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

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

URBAN FOUNTAINS AND FURNITURE PTY LTD

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Warranty – Terms and conditions

Urban believe in providing a product built to last however there are infrequent occasions that parts may require replacing. Each fountain comes with a limited warranty as described in the table above against faulty materials and workmanship under normal wear and tear conditions. All fountains are date stamped at the time of despatch.

Our Warranty will only apply under the following conditions:

- + The fountain was installed in accordance with our installation instructions that are supplied with every fountain.
- + The fountain was installed by a licensed plumber
- + The water lines have been thoroughly flushed prior to connection to the fountain
- + The fountain has not been tampered with or repaired in any way without obtaining prior approval from our factory specialists first.
- + The fountain has been serviced and maintained as per our recommended instructions.

All warranty claims must be made in writing. It is at the discretion of Urban to determine the validity of any claim. Tampering, misuse, or adjustments of any components by unqualified or unauthorised parties will void any claim.

General Information and Exclusions

Urban guarantees the performance of the fountains under normal use and conditions, and while the Drinking Fountains made by Urban are engineered for public use our warranty specifically excludes vandalism, force majeure events and other conditions out of the manufacturers control (eg: flooding, fire, theft). Where vandalism or force majeure has occurred, the owner will be responsible to take any necessary steps to restore the product to its original specification.

The company accepts no responsibility for any product failure arising from location, assembly or installation which should be undertaken by a registered plumber.

Appropriate warranties and guarantees with respect to these items should be obtained from the installation contractor.

Any incidents that arise due to Freight, postage or delivery charges are not covered by this warranty, however these incidents will be reviewed and decided upon at Urban's discretion.

This warranty is limited to the circumstances set out above. The company accepts no responsibility for the plumbing in of the drinking fountain. The Company shall not be liable on any basis whatsoever for any loss including property and personal loss or consequential loss other than set out above. The warranty set out above shall be limited to the replacement or repair of the fountain or the cost of replacement as the company may elect.

END OF DOCUMENT