

BANKSTON

What does this warranty cover?

This warranty covers any defects in materials and workmanship including the internal mechanisms of our door levers and knobs, locks and latches, with the exceptions stated below.

How long does this warranty last?

This warranty is valid for ten (10) years from the date of purchase.

What is not covered by this warranty?

The finishes applied to our products are intended to be 'living finishes', the character of which is intended to change and develop as a result of time, touch and climate conditions. Accordingly, we do not warranty the finish of our products. Minor defects that do not affect the workings of a product can be a normal part of the manufacturing process and will be assessed on a case by case basis at our discretion. Bankston Architectural will not assume liability for any labour charges relating to the removal or reinstallation of the products; nor will we cover any freight, postage, or handling expense related to the product. Damages caused by accident, misuse, abuse, or improper installation are not covered by this warranty.

What will Bankston do?

Bankston Architectural will repair or replace the defective product or parts that fall within these guidelines. When necessary, a proof of purchase dated within the warranty period may be required.

What is the returns process?

Please return any faulty goods to the place of purchase for assessment and repair or replacement.

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.