

neata™ warranty

shelving system

Howards exclusive neata Shelving System is a customisable shelving solution to help you organise any room of your home. neata is simple to install and you can customise and reconfigure to suit your specific requirements. Made from high-grade epoxy bonded steel, neata is available in White or Silver components. Plus, you can add a sense of luxury with timber trim options.



Scope of Warranty

This warranty covers any defects in materials and workmanship under normal home use for ventilated shelves, brackets, standards, hang tracks, drawers and frames.

Period of Coverage

This warranty runs for ten years from the date of purchase. Please save your receipt.

Product Repair and Replacement

If your product cannot be repaired, we will replace your product free of charge.

When You Need Service

Please return the defective product together with the purchase receipt to any Howards Storage World store. To find your nearest store please see our website in the country of purchase. At our discretion, the store will either repair or replace your product.

Australian Law Warranty Information

At Howards, we respect your rights and our goods come with guarantees that cannot be excluded under Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are 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. Your warranty period in most instances is 5 years or as stated on the product from date of purchase from Howards. You are entitled to claim as long as the product is used for its normal intended purposes. The benefits provided to you the consumer by the warranty are in addition to other rights and remedies available under Australian Consumer Law. Simply bring your product back into any Howards Storage World Store in Australia together with your receipt to prove date of purchase and we will forward your product to the supplier.

The warranty for this product is provided by:

My Home Storage Pty Ltd (Trading as Howards Storage World)
1-3 Rodborough Road,
Frenchs Forest, NSW, Australia, 2086



Limitations

Failures due to abuse, misuse or an event or effect that cannot be reasonably anticipated or controlled (such as a flood, earthquake, act of God etc.) are not covered by this warranty. Surface coating problems caused by excessive humidity, in-use scratches or abrasions, and direct exposures to the elements are also not covered.

Repair or replacement is the only option available under this warranty. Howards Storage World is not responsible for damages of any kind, including incidental and consequential damages.

Incidental damages include, but are not limited to, such damages as loss of time and loss of use. Consequential damages include, but are not limited to the cost of repairing or replacing property that was damaged if the product is defective.

hsw.com.au
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