

H.M. Cowdroy

Warranties, Quality & Trading Terms



Cowdroy Products Ltd. - Products Warranty.

Cowdroy warrants its products to be **free from defects in material and workmanship** for a period of **ten (10) years** from date of purchase.

This warranty is limited to Cowdroy's **option to repair**, or the **replacement**, of any products proven to be **faulty in manufacture or materials**, with the same or **equivalent product**, free of charge. Labour charges, transportation and other costs associated with the replacement or re-installation of the parts or product are excluded from this warranty and will not be paid for by Cowdroy's.

Cowdroy Products Ltd. assumes no liability under the warranty for the following:-

- *Misuse, abuse, accidental or intentional damage
- *Improper adjustment or operation by the installer or end user
- *Improper maintenance or installation
- *Inaccurate or incorrect site or operational specifications
- *Unauthorised repair or modification
- *Used contrary to Cowdroy recommendations
- *Use of replacement parts other than Cowdroy authorised parts
- *Corrosion related damages when used in a corrosive environment or corrosion caused by cleaning related agents
- *Whilst some of our product finishes are warranted against tarnish, they shall not be covered for deterioration caused by damage to the protective layer

To the extent permitted by law, this warranty is the exclusive warranty granted by Cowdroy Products Ltd. and is in lieu of all other expressed or implied warranties and guaranties. There are no implied warranties as to the merchantability, quality or fitness for purpose. In all other respects the **Standard Terms and Conditions** of Cowdroy products apply.

Quality Endorsed.

Cowdroy Product Ltd. takes pride in satisfying its customers. Continuing a tradition set more than 21 years ago, Cowdroy maintains the highest standard in design, development and manufacture of its products.

Trade Marks, Registered Patents, Designs.

A number of our products have registered patents and any infringement in Australia or Overseas could result in legal action.

Conditions of Sale and Trade Policy.

Delivery Charges

- (a) All products will carry a local delivery charge unless agreed in writing from Cowdroy Products Ltd.
- (b) Deliveries **outside the metropolitan areas** are delivered carrying an **additional freight and packaging** cost to listed price.
- (c) **Special packaging** cases or crates, if required, will carry an **additional freight and packaging cost** to listed price.

Terms:

Non-Account Customers

To operate on a "CASH SALE" basis where goods are paid for, in full, prior to goods leaving the warehouse.

Account Customers

Strictly NET THIRTY (30) DAYS FROM DATE OF STATEMENT.

Cowdroy Products Limited reserves the right to require payment in advance or cash on delivery from any customer.

Returns will not be accepted after seven (7) days.

All returns must have **prior authorisation** and must be in good order and condition. **Cut to size** extrusions and special orders will NOT BE ACCEPTED FOR RETURN.

Freight costs must be **borne by the customer** and Tax Invoice or Delivery Docket numbers must be quoted at all times. Depending on circumstances a surcharge may apply.

Damage in transit or goods not manufactured to specification must be notified within 24 hours of receipt of goods.

The trade prices set herein are recommended trade prices only and resellers have no obligation to comply with this recommendation

Extruded sections cut to size will be charged at a **per metre** rate, which includes a cutting charge.

All prices shown in price list are subject to change or alteration without notice.

Title of Property.

Cowdroy Products Ltd. retains the **legal title** of all goods invoiced until the **actual invoice is paid in full** plus any outstanding extraneous charges pertaining to that invoice.

Most hardware stores within Australia and New Zealand carry Cowdroy products, however should you have any difficulties sourcing a particular product, **please contact one of our branches in most capital cities in Australia or New Zealand.**

