

## Door Furniture Warranty

### ***What does this warranty cover?***

This warranty covers any defects in materials and workmanship, including the internal mechanisms of door levers, door 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?***

Iver use various manufacturing techniques to produce a distinct range of finishes. Some unique finishes may vary from product-to-product due to the hand-crafted processes involved in creating them. The character of these unique finishes is intended to change and develop as a result of time, touch, and climate conditions. Accordingly, Iver's finishes are not covered by warranty. 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. Iver will not assume liability for any labour charges relating to the removal or reinstallation of the products; nor will freight, postage or handling expenses related to the products be covered by Iver. Damages caused by accident, misuse, abuse, or improper installations are not covered by this warranty.

### ***What will Iver do?***

Iver 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 the assessment and repair or replacement.

## Care & Maintenance

### ***Caring for finishes***

Iver products are made using the highest quality materials and leading-edge manufacturing and finishing techniques. Iver's range includes unique, hand crafted finishes, which may vary from product-to-product due to the artisanal processes involved in creating them. The patina of these finishes will change with use over the life of the product, thereby adding character to the item. Other plated and powder coated finishes should maintain their original appearance.

### ***Cleaning your products***

All products should be regularly and gently cleaned with soft, damp cloth and should be dried with a soft dry cloth immediately after. Your Iver product has been designed and made to last you many years – use it, love it and care for it well.

## Other Important Information

### ***Key Installation Information***

The screws provided with Iver products are made from solid brass. This allows finishes to be matched as closely as possible and prevents the possibility of screws rusting in coastal areas. Please note that screws require pre-drilling. Please take extra care when fitting.

### ***Product Guarantees***

Iver goods come with guarantees that cannot be excluded under Australian and New Zealand 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.