

EXTENDED WARRANTY STATEMENT – CITYSCAPE RANGE

Policy

Satu Bumi's policy is to provide its customers with defect free products that are durable and provide long term value. Accordingly, all Satu Bumi's CityScape range of commercial grade GRC (Glass Fibre Reinforced Concrete) products are manufactured to a commercial grade standard and where possible conform to Australian and International Quality Standards.

Satu Bumi provides a free extended four-year warranty against any defect that is attributable to a manufacturing fault on all its GRC products in addition to its statutory warranty obligations. This warranty includes, at Satu Bumi's discretion, either a full replacement or repair of the products relating to an accepted warranty claim.

Conditions

- The extended warranty relates to products purchased after January 2021 and commences from the date the products are despatched from Satu Bumi's warehouse facilities in Australia.
- A prerequisite to the applicability of this extended warranty as it relates to GRC planters is that they are installed in accordance with Satu Bumi's information sheet on "Installation, Product Care & Warranty – for GRC Planters", a copy of which can be found at the bottom of the following page of Satu Bumi's web site: <https://www.satubumi.com.au/grc-installation-care-warranty>
- This warranty does not include the arrangement and cost of the installation of any replaced products.

Limitations

- The warranty period of cover is four years for all GRC products in the Satu Bumi CityScape range of GRC pots, planters, and street furniture. However, all timber elements supplied with CityScape street furniture have a twelve-month warranty period.
- The warranty does not cover any defect that is due to general misuse during the handling, installation, transportation, or storage processes that occur after the products have been delivered to the customer's designated delivery address and more specifically does not cover post installation: -

- damage from graffiti, skateboards abuse, any form of vandalism, or staining.
 - scratching or chipping caused during installation.
 - water penetration damage caused by installation or post-installation structural damage, or damage to the internal waterproofing membrane.
 - fading or modest irregularities in the product finish.
 - surface crazing hairline cracks.
 - planter degradation caused by a lack of adequate drainage.
- None of these limitations affect any statutory legal rights that are available in the country, state or other relevant legal jurisdiction that would normally apply.

How to Claim

Warranty claims will only be accepted by Satu Bumi if accompanied by a Satu Bumi "Customer Defect Report" that has been appropriately completed and forwarded to the following email address: customerservice@satubumi.com.au. A copy of the form is attached and can be copied as required to make a warranty claim or the equivalent information can simply be provided in standard email format.

If you have any problem in providing the information requested in the Customer Defect Report, contact Satu Bumi by email at customerservice@satubumi.com.au or by phone at +61 03 5292 1001.

Special Notes

Satu Bumi reserves the right to make a reasonable charge for inspection and testing of products that are subject to a warranty claim. If it is found that the warranty claim is justified, then the charge will be refunded in full. Any charges will be made at the discretion of Satu Bumi.

CUSTOMER DEFECT REPORT

Customer Business Name:	Customer Contact Phone:
Customer Contact Name:	Project Name and Address (If applicable):
Customer Contact Email:	

Description of Product Defect(s): Please supply supporting photography where possible.

Explanation Warranty Claim:

■ Additional Notes:

- Submit the above information by email to customerservice@satubumi.com.au
- If there is not enough space above, please attach additional information.
- Attach photography where possible. This is an important part of a warranty claim because without photographic evidence of the problem it will be difficult for Satu Bumi to identify either the reason for the problem or the way to fix it.

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Last edited: 2nd of May, 2023