

Kiln Warranty

In so much as Woodrow Kilns Pty Ltd is located in NSW and that all sales made by Woodrow are deemed to have taken place in NSW, the benefits of this policy are in addition to your rights and remedies under local Consumer Law. Nothing in this policy tries to restrict, modify or exclude any right you may have under NSW Consumer Laws.

Woodrow warrants that its products, under normal use and in accordance with the relevant product's Technical Specifications, Installation Instructions and this Warranty, will be free from defects in materials, assembly and workmanship for a period of not less than 6 months from the original date of purchase as detailed below:

Kiln lining, floor, frame, controller and electrics 3 years

All Woodrow products are only intended for indoor use in a static position. Failure to use Woodrow products in this way will void all warranties.

Any service or repairs to Woodrow products carried out by non approved Woodrow personnel will void this warranty.

This warranty does not apply to any defects to Woodrow products as a result of unauthorised service, modifications, misuse, customer abuse, normal wear and tear, improper installation or damage caused by accident.

This warranty excludes: 1) ware, tools, kiln furniture or anything inside damaged by an over-firing; 2) kilns subject to abuse, neglect, freight damage, improper storage or improper electrical installation; 3) kilns used for either reduction or salt firing; 4) kilns used for purposes other than firing ceramics, glass, heat treating, or the purpose for which it was intended; 5) elements burnout caused by contact with foreign materials including glaze or clay/ceramics, including damage from fumes and other chemical attack; 6) element wear and tear caused by normal use.; 7) damage or wear from excess sulphur type build up on the frame or casing. Should deposits occur it is the users responsibility to clear any build ups of acidic or caustic materials that have come from what has been fired in the kiln.

Warranty coverage extends only to the original purchaser or end use purchaser when sold through a reseller. The Warranty is not transferrable.

Under this Warranty, Woodrow will, at its discretion, repair or replace and defective part without charge to the owner within the stated period. This is the sole remedy, under this warranty, although other remedies may be available at law, and no third party is authorised to alter this liability or obligation on behalf of Woodrow.

To the extent permitted by law, Woodrow's aggregate liability to you in connection with any product is limited to an amount equal to the purchase price of the relevant product. Unless required by law, Woodrow is not liable for any indirect, incidental or consequential damages, or for any loss, savings, revenue, business, goodwill or data sustained or incurred in connection with the product.

The Warrantee acknowledges that the Woodrow Kiln may be used in a variety of applications. The Warrantees rely on their skill and testing to be satisfied as to the fitness of purpose or use intended by the Warrantees for the kiln.

To make a claim under this warranty:

- 1) You must have a proof of purchase that shows the product and its date of purchase.
- 2) Contact Woodrow on 02 9790 2717 or help@kilns.com.au
- 3) Obtain a "warranty claim number"
- 4) We may ask, at our discretion, you to return the defective product to our factory for Woodrow to investigate and rectify the defect. Woodrow may, at our discretion, reimburse any reasonable costs of returning the defective product as long as the agreed procedures are followed and authority for such return has been granted in advance in writing.

V1.1 Effective Jan 1st 2018

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