

## 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.

Our goods come with guarantees that cannot be excluded under the Australian 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.

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 12 months from the original date of purchase as detailed below:

Kiln insulation, 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 commercially available pottery, ceramics, glazes or the purpose for which it was intended. Customers who wish to make their own (non-commercial) clays or glazes must ensure that the materials used are compatible with Kathal Element wire and refractory fibre board; 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, casing or insulation surface caused by inadequate ventilation of trapped fumes or vapor. Should deposits occur it is the users responsibility to clear or clean/maintain their kiln or adjust their firing methods to prevent further build ups that could damage elements, refractory materials or the Kilns frame / casing.

Warranty coverage extends only to the original purchaser or end use purchaser when sold through a reseller. The Warranty is not transferrable unless agreed to in writing by Woodrow prior to transfer.

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 9313 66 2 77 or [help@kilns.com.au](mailto: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 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.

V1.2 Effective Oct 15<sup>th</sup> 2016

**Woodrow Kilns Pty Ltd**

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