

Lapalma products supplied by Zenith:

Zenith warrant the products manufactured and supplied against failure due to defective materials or workmanship to the original purchaser only during the applicable warranty period set out below:

Period of Warranty: 5 Years

This warranty applies to:

- The original owner/purchaser of the product only
- Structural and operational parts
- Normal use of product

This warranty does not apply to:

- Damage caused by a carrier other than Zenith
- Normal wear and tear, user abuse or acts or omissions of parties other than Zenith (including user modification).
- Third party upholstery material (fabric, leather, vinyl) and other third party material applied to products.
- Dramatic temperature variations or exposure to unusual conditions.
- Changes in surface finishes, including colourfastness due to ageing or exposure to UV

Natural variations occurring in wood and leather shall not be considered defects and Zenith does not guarantee the colourfastness or matching of the colours, grains or textures, or surface hardness of such materials.

The express warranties contained herein are in lieu of all other warranties, expressed or implied, including any warranties of merchantability and fitness for particular purpose and all other warranties arising from course of dealing or usage of trade.

Should any failure to conform with this limited warranty appear to a product during the applicable warranty period from the original date of purchase, Zenith shall, upon prompt written notice, repair or replace, at its option and costs, the affected part or parts in a manner so as to minimise disruption to occupiers.

All claims under this warranty must be communicated directly to Zenith. Product must be serviced by Zenith' authorised service personnel. Unauthorised servicing immediately renders any warranty null and void.

Parts used to repair a product under warranty are covered to the end date of the original warranty period only.

EXCLUSIONS

- Any damage arising from water, heat and or direct sunlight
- Improper transportation and installation after original installation
- Claims for any other associated cost from the user
- Natural variations in wood grain or the presence of character marks
- Changes in surface finishes due to ageing or exposure to lights
- Failure resulting from normal wear and tear
- Matching of colours, grains or textures of natural products
- The colourfastness or the matching of colours of textiles, including an exact match to cuttings, samples or swatch cards
- Damage, marking or staining of veneer surfaces due to contact with rubber or similar compounds, damage from sharp objects or prolonged exposure to direct sunlight
- Damage caused from improper storage

Warranty does not apply to product failure resulting from:

- Normal wear and tear
- Abuse, misuse, accident or repeated knocks
- Alteration or modification of the product
- Third party fabrics, upholstery, foam or other third-party materials applied to products
- Damage caused by a carrier other than Zenith
- Products not installed by or under the auspices of a certified dealer of Zenith
- The substitution of any unauthorized non-Zenith components used in place of Zenith components in an integrated product solution
- Claims for any other associated costs from the end user, including claims for reimbursement for any work carried by an unauthorised third party

All replacement parts warranty is applicable from the date of delivery to the customers. Parts used to repair a product under warranty are covered to the end date of the original warranty period only.

Zenith reserves the right to perform an onsite inspection of the defected item, request the product be returned for further testing or provide photographic evidence of product failure prior to any warranty claim being finalised.