



## Warranty Terms and Conditions for FormBoss Steel Garden Edging revised 23/09/2023

- Greenlines Gardenware Pty Ltd offers a structural guarantee on all its edging products and will replace any FormBoss® steel garden edging products not deemed to be structurally sound without charge subject to the following conditions.
- FormBoss® steel garden edging has a structural guarantee of 10 years for the Galvanised steel and REDCOR® steel and offers 15 years for the ZAM steel edging. In most situations the edging will last considerably longer than these guaranteed times.
- The guarantee will not apply if damage or loss arises from:
  - improper installation contrary to the instructions of Greenlines Gardenware;
  - the use of accessories including consumables, hardware which were not manufactured by or approved in writing by Greenlines Gardenware;
  - unusual loads or abuse or strain on Greenlines Gardenware products above and beyond normal garden usage;
  - any modifications of the product which was not authorised in writing by Greenlines Gardenware;
  - any misuse of the product by the buyer or anyone for whom the buyer has legal responsibility (including a minor);
  - any use of the product in atypical physical, electrical or environmental locations;
  - inadequate or incorrect site preparation;
  - use of Greenlines Gardenware products for any other purpose that that set out by Greenlines Gardenware;
  - use of strong chemicals in close proximity to the products;
  - the products being installed within 5km of a saltwater coastline.
- The guarantee will only be honoured if the consumer can provide the original receipt with the purchase date verified.
- Any shipping and transportation charges incurred by returning defective products, or any of its component parts, together with the cost of returning them to the consumer are not covered under this guarantee.
- Any installation costs incurred are not covered under this guarantee.
- This guarantee does not extend to cover any damage to the surface of the products such as light rusting, flaking and marking of the surfaces, as long as it does not compromise the structural integrity of the edging.
- If the products sold in Australia are not installed by or on behalf of the consumer within 30 days of delivery, the guarantee period expressed above commences from the date of delivery.
- This guarantee is only valid for as long as the edging is undisturbed in its original installation location. To initiate any claim, photo proof must be provided.
- All claims are to be sent to Greenlines Gardenware Pty Ltd, Croydon South, Victoria, to be handled by the engineering department.
- All guarantees and warranties under the Competition and Consumer Act 2010 (Cth) and relevant State laws apply to Greenlines Gardenware products.