

# Warranty information

## 5 YEAR MILES NELSON WARRANTY

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**Products covered: All General Hardware Products not included under the 10 year warranty. Including: Bannister Brackets, Bathroom Fittings, Cabinet Hardware & Handles, Cabin Hooks, Door Fittings, Door Stops, Hinges, Hooks, Kickplates, Push Plates, Grab Rails, Letterbox Letters & Numbers, Neck Bolts, Security Fittings (excluding the Patio Bolts, Mini Bolts, Restrictor Stays and Security Window Stays), Socket Bolts and Window Fittings.**

This product is warranted to be free from mechanical and workmanship defects for 5 years from the original date of purchase.

If a mechanical defect occurs simply return the product together with proof of purchase to point of purchase for replacement.

Over time the surface may deteriorate if exposed to adverse atmospheric conditions caused by sea, air and weather. Finish deterioration caused by exposure to adverse atmospheric conditions or occurring from the use of paints, solvents, acid cleaners or scratching from keys is not considered a defect in the finish and is not covered by the warranty conditions.

Likewise the warranty does not cover damage caused by incorrect installation, accident, neglect or other factors over which Miles Nelson have no control and as such Miles Nelson shall not be held liable for any losses or expenses such as loss of use, damage to property or consequential damages or expenses.

Products are designed for residential use only unless otherwise stated. If products are used for commercial purposes the consumer guarantees act does not apply.

## 10 YEAR MILES NELSON WARRANTY

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**Products covered: Door Handles & Pulls, Restrictor Stays, Security Window Stays, Patio Bolts and Mini Bolts.**

This product is warranted to be free from workmanship defects for 10 years from the original date of purchase.

If a defect is detected simply return the product together with proof of purchase to the supplier for replacement.

Products are designed for interior residential applications unless otherwise stated.

Over time the surface may deteriorate if exposed to adverse atmospheric conditions caused by sea, air and weather. Finish deterioration caused by exposure to adverse atmospheric conditions or occurring from the use of ammoniated detergents, metal polishes, solvents, corrosive environments or other abrasive agents or scratching from keys is not considered a defect in the finish and as such is not covered by the warranty.

Likewise, the warranty does not cover damage caused by incorrect installation, accident, neglect or other factors over which Miles Nelson have no control and as such Miles Nelson shall not be held liable for any losses or expenses such as loss of use, damage to property or consequential damages or expenses.

Products are designed for residential use only unless otherwise stated. If products are used for commercial purposes the consumer guarantees act does not apply.

## GAINSBOROUGH PRODUCT GUARANTEES

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Gainsborough offers a range of product guarantees related to the product series. You will find the relevant guarantees shown next to the products in this Project Brochure.

For a full list of the Gainsborough guarantee terms and what they cover, please visit: [www.gainsboroughhardware.com.au/gainsborough-product-guarantees](http://www.gainsboroughhardware.com.au/gainsborough-product-guarantees)

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Disclaimer: Due to continuous product development, some products may vary from those shown. The Miles Nelson and Gainsborough limited guarantee/warranty, shown on the pages within, applies only when properly installed and subjected to no more than fair wear and tear. These guarantees and warranties do not extend to labour costs, personal loss, death or injury or economic, consequential or property damage of any kind whatsoever. Due to the nature of the printing process, colours may vary from those shown in this brochure. All dimensions are nominal and product should be checked prior to installation. To view our full range of products or for more information please visit [milesnelson.co.nz](http://milesnelson.co.nz) or phone 0800 6635 766 or email [info@milesnelson.co.nz](mailto:info@milesnelson.co.nz)