

Warranty Statement

The Mos 5yr Warranty

MATERIALS & WORKMANSHIP

Mos Urban Pty Ltd (Mos) guarantees all its products for a period of 5 years against faulty or defective workmanship and materials (excluding timber¹), and that all products conform to Mos specifications and shop drawings. Painted and powder coated finishes are excluded from this warranty unless agreed otherwise. Any experimental or untested finishes, specified by our client cannot be covered under this warranty.

These warranties exclude damage or degradation resulting from vandalism, accidents, misuse, improper installation (including installation in unsuitable physical environment), modification or repair of any kind, a lack of, or improper maintenance², fading or discolouration, and normal wear and tear.

The Warranty period starts from the date of delivery as evidenced by the date recorded on the delivery docket, which is presented at the time of delivery.

WARRANTY CLAIM

All warranty claims need to be fully documented in writing (with photos included) to Mos within 14 days from the alleged faulty product being discovered. Mos will then make its determination and respond within 14 days from receipt of the claim.

WARRANTY SERVICE

Mos reserves the right to determine the most appropriate course of action in relation to carrying out any necessary works to meet our obligations under this warranty. Mos will determine, at its own discretion, whether to repair or replace the part or product deemed to be defective. Mos will cover the costs associated with the return of the defective part to Mos or its nominated repairer, but only if returned by the owner in strict accordance with the written instructions of Mos. Mos will also cover the transportation costs to deliver the repaired or replaced part or product back to the owner. Mos will not cover any labour costs associated with the removal or re-installation of the defective part or product.

1- Although Mos only specifies the highest grade hardwood timbers (Select Grade), due to its natural variability, and the effects imposed on it by fluctuating environmental conditions, Mos can only guarantee timber for a period of 3 months from the date of delivery.

2- Please refer to the Mos Care & Maintenance sheet for information on how to look after your Mos product.