

MARK TUCKEY.

warranty

TIMBER – 5 YEARS

A 5 year warranty covers the structural integrity of timber items. We ensure the quality of our design and workmanship of all our timber products and expect them to provide a lifetime of enjoyment. Solid timber, however, is a natural product and is responsive to changes in the environment. Any movement, cracking, joint separation or bowing in timber as a result of changes in humidity, fluctuating temperatures or direct sunlight is not warranted. Any items that have been damaged due to flooding or contact with water will void any warranty.

OUTDOOR – 1 YEAR

A 1 year warranty covers the structural integrity of outdoor products. All our outdoor products are made to the highest quality to help them withstand the elements. We cannot warrant products that are exposed to extreme weather conditions. We warn against and will not warranty any product placed directly onto soil/grass or any other living organic matter that may affect the material or finishes.

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.

Warranty claims can be made through:
Mark Tuckey Customer Service
t: +61 03 9445 0840
e: customerservice@marktuckey.com.au

A report outlining any faults, including images will be requested.

If an inspection is required to determine the nature and cause of the issue, this may be conducted by a third party or MARK TUCKEY representative. If the cause of the issue is not warranty related, a call out fee may be applicable.

The warranty covers the cost involved in the repair but excludes any transport or freight costs associated with the claim.

231 Johnston Street Fitzroy VIC 3065 Phone 03 9419 3418 Fax 03 9415 7060
303 Barrenjoey Road Newport Beach NSW 2106 Phone 02 9997 4222 Fax 02 9979 6333

www.marktuckey.com.au