

Product warranty

Effective 1st December 2009

Kada manufactures and distributes products of the highest quality. Our warranties provide comprehensive coverage delivering against faulty material and workmanship. Our products are built to last beyond the initial warranty period and in the unlikely event that there is a fault and a product requires servicing we will respond quickly and efficiently.

	Time Frame
Seating	
Think, Liberty, Liberty Mesh, Lets B	10 years from the original date of purchase*
Uniflex, Conte net, Sarno, Kayt, CO2, Skin, TOM, LALA, CERO	5 years from the original date of purchase*
Systems	
Centric, Marina, QED, Starlite, Sesto, FrameOne, Elitone, Vibe, Ultimet, Interstat, System 30, System 35, System 45,	10 years from the original date of purchase*
Servicing	
All parts	2 years from purchased replacement

Our standard warranty inclusions and qualifications are as follows:

Inclusions

- All parts and labour required to return the product back to service.
- Pick up and redelivery of any product that cannot be serviced on site.

Qualification

- *Kada's original date of purchase relates to the date of installation plus one day. This standard warranty protects customers against faulty parts and workmanship for all products supplied by Kada.
- The warranty extends for the normal use of products and what they were designed for. It does not cover normal wear and tear and/or user abuse.
- This warranty is conditional and subject to all workstations, desks, and any of the warranted products to being relocated and re-configured only by Kada or under Kada supervision if the need arises. No financial reimbursement will be provided for work carried out by an unauthorised third party.
- This warranty is also subject to all warranted goods not having been misused and only used for purposes for which the product has been built for.
- The warranty only applies to the original owner / purchaser of the product.
- This warranty does not cover any product subject to dramatic temperature variations or exposed to unusual conditions.
- New parts used to repair a product under warranty are only covered to the date of the original warranty.

Response Times

Kada operate fully trained service technicians throughout New Zealand. Kada's response times are usually within 48 hours, and when possible, servicing is carried out on site to reduce disruption and inconvenience. Kada offers a pick up and redelivery service of any product that cannot be serviced on site.