



Hallmark Cavity Slider Warranty

Hallmark Group Ltd warrants to the original purchaser that it will, at its option, repair or replace any **Hallmark Cavity Slider pocket framing and track system** without charge if it is defective directly as a result of its manufacture during the first **10 years** after initial purchase, subject to the conditions and limitations set out in this warranty.

Hallmark Group Ltd warrants to the original purchaser that it will replace any **Hallmark Cavity Slider wheel carriage & mount** without charge if it is defective directly as a result of its manufacture during the first **5 years** after initial purchase, subject to the conditions and limitations set out in this warranty.

Where Hallmark Group also supplied door leaf, it warrants to the original purchaser that it will, at its option, repair or replace any **Cavity Slider doors manufactured by Hallmark Group** without charge if they are defective directly as a result of manufacture during the first **5 years** after initial purchase, subject to the conditions and limitations set out in this warranty.

Hallmark Group Ltd warrants to the original purchaser that it will, at its option, repair or replace any **closing & opening mechanism** (Soft Close, Soft Open or Jexis Opener) without charge if it is defective directly as a result of its manufacture during the first **2 years** after initial purchase, subject to the conditions and limitations set out in this warranty.

Terms & Conditions of Warranty

1. This warranty does not cover any defect caused by:
 - a) Any natural occurrence, or any other act or circumstance beyond Hallmark Group's control; or
 - b) Where there has been a failure to follow installation instructions provided by Hallmark Group in printed instructions or associated videos and downloads on their website; or

c) Physical abuse, misuse, vandalism, accidents, exposure to excessive heat, exposure to excessive moisture. All cavity sliders must be stored and installed in dry buildings only. Cavity sliders installed in situations with excessive air movements (ie buildings not at 'lock up' stage) void the warranty; or

d) The product being used in applications not recommended by Hallmark Group, including outdoor settings or situations where it is subject to exterior conditions, or wet area settings, including but not limited to spa rooms or sauna rooms; or

e) Faulty workmanship by any person other than Hallmark Group

2. This Warranty applies only to Hallmark Group Cavity Sliders:

a) Purchased from Hallmark Group for interior residential or commercial use within mainland New Zealand (limited to the North & South Islands, plus Stewart & Waiheke Islands);

b) That have been inspected upon arrival for freight damage and visible defects. The defect would be apparent to a reasonably diligent person and if the defect was apparent the claim must be made prior to installation. Hallmark Group must be notified within four days if any manufacturing or freight damage has occurred;

c) That have remained installed at the location at which it was first installed after its sale by Hallmark Group;

d) That have been stored, installed, maintained, used and protected in the manner recommended by Hallmark Group.

3. The sole remedy for breach of this warranty shall be that Hallmark Group will either (at the Hallmark Group's discretion):

a) Supply a replacement for the effected product;

b) Repair or rectify the defective product; or

c) Pay the cost of replacing, repairing or rectifying the effected product.

4. Hallmark Group will not be under any other liability in respect of any loss or damage (including consequential loss or damage) however caused which may be suffered or incurred or which may arise directly or indirectly in respect of the Hallmark Group Cavity Sliders.

5. This warranty does not cover any other product used or installed in connection with the Hallmark Group Cavity Sliders.

6. This warranty is not transferable or assignable.

7. Door leaf: Storage and Handling, Installation, Care & Maintenance, Technical Information (including acceptable tolerances), Conditions, Uses, and Limitations relating to Hallmark Doors are described in the Hallmark Door Warranty which can be found at www.hallmarkgroup.co.nz/resources. All warranty claims relating to door leaf are subject to the terms and conditions of the Hallmark Door Warranty. For doors not supplied by Hallmark, refer to the original manufacturer's warranty.

8. When finishing, the cavity slider must be dry and free from dust and grime. All edges of the architrave or grooved jambs must be sealed and coated within four days of arriving on site.

9. Any enquiries regarding this warranty should be sent to Hallmark Group – sales@hallmarkgroup.co.nz. Enquiries can also be made by calling 0800 846 237. Please provide a description of how the Hallmark Group veneers or panels product is defective and when you found out that it was defective. Please also provide any photographs taken of the defect(s).

This warranty is provided in addition to statutory guarantees under the Consumer Guarantees Act 1993 and does not limit or exclude any rights you have under that Act or any other applicable law.