



BLAS warrants its products against defects in workmanship or material.

If, within 25 years, the product is found to be defective, BLAS will repair and/or supply the same or equivalent product, free of charge, provided that BLAS has been notified and given the opportunity of inspection of the products, free and clear of all liens and encumbrances, and accompanied by a statement of defects and proof of purchase.

BLAS however, assumes no liability for the following:

- Failure due to improper operation, abuse, misuse, maintenance or fair wear and tear
- Products have been modified, repaired, or altered in any way without the express written consent of BLAS
- Indirect or consequential loss or damage
- cost of removal and/or replacement
- cost of freight and/or travelling time

Brass, powder-coat and all plated finishes are classified as soft finishes; as deterioration is possible under some climatic conditions, such as coastal air, excessive humidity, and heavy usage under commercial application, the product cannot be unconditionally warranted. For residential application, finish is warranted for twelve months, provided Cleaning and Maintenance is carried out.

## **RETURNS**

Goods must be returned (at the Purchaser's cost) within 14 business days in undamaged, unused and in resalable condition, in the original packaging, with a copy of the original invoice. The Goods must be current stock, complete as per invoice and must not have been fixed, installed, changed or damaged in any way. Subject to approval by BLAS, the Purchaser will be given an ADH credit note.

Once the credit is issued by BLAS, the purchaser will be given a refund

Where the Purchaser returns or exchanges Goods of their own volition, ADH will not accept freight charges. Freight charges from NSW to VIC will be charged to the purchaser.

All hardware in lacquered, bronzed or electroplated finishes are non-refundable.

## **RESPONSIBLE CLEANING AND MAINTENANCE**

All BLAS products are made with superior quality materials and meet strict standards in production. However, it is necessary that the products be cared for and maintained once they have been fitted. Below are some recommendations to assist in ensuring that all products are appropriately maintained.

In order to maintain the superior finish of all BLAS products:

### **DO:**

- Only use a damp cloth with diluted methylated spirits or mild detergent to remove any stains or finger prints. Residue build-up may cause corrosion or discolouration of the original finish.
- we recommend diluted methylated spirits to clean Satin Chrome or Polished Chrome
- caring for powder-coated items is much like caring for painted items. Wipe the product with a damp cloth, with diluted soap.
- dry the products thoroughly with a clean soft cloth.

### **DO NOT:**

- do not use harsh solvents, abrasive cleaning products or scourers on any BLAS product. These may effect the gloss level and plating thickness of the finish

- do not use cleaning agents on any product with a brass base as it may strip away the coating on the product
- do not use a polish product as these items contain chemicals that will damage and cloud the finish

In order to maintain the superior operation of BLAS products:

**DO:**

- operate the handle by full extension/turn of the lever. This will ensure the mechanisms can function as engineered, and will result in longer life of the hardware

**DO NOT:**

- force, hang, drop, swing or manipulate the door Hardware
- use power drills for installation of the door hardware, eg. tightening of screws