



WARDROBES ONLINE PROMISE, WARRANTY, AND CARE & MAINTENANCE

At Wardrobes Online, we want all our customers to feel confident that when they choose any Wardrobes Online product for their wardrobe and storage solutions, they are receiving the very best. We guarantee that we select high quality materials to ensure we deliver product excellence to our valued customers. With confidence in our quality and meticulous manufacturing standards, we proudly offer a 10-year warranty providing proof of purchase.

10-YEAR FULL REPLACEMENT WARRANTY

In the unlikely event that any of our products fail during this time due to materials or manufacturing faults, we will provide a full replacement of the faulty products. Our wardrobes and sliding doors are designed for durability when properly maintained and cared for. Under the Wardrobes Online Warranty, we assure the purchaser that all moving parts will be free from defects in materials and workmanship for 10 years from the date of purchase. This replacement warranty covers only replacement and not any incidental damages, installation costs, or loss of use.

Warranty Exclusions:

- Door buffer tape, which may need periodic replacement by the customer.
- The warranty is void under the following circumstances:
 1. If the doors or organisers have not been installed following Wardrobes Online installation instructions.
 2. If the doors or organisers have not been fully paid for.
 3. If the doors or organisers have not been adequately maintained or have been exposed to harsh cleaning practices, or damaging environmental factors.
 4. If the doors or organisers have been misused, abused, or handled inappropriately.
 5. If the doors or organisers have been modified, reinstalled, or stored improperly.
 6. If organisers have been used to store heavy items where shelves are overloaded inappropriately. Organisers are designed to store clothing and small personal items.

Should a warranted defect arise, the purchaser must promptly notify Wardrobes Online, providing **proof of purchase** (invoice or receipt) and a written notice detailing the defect.

CARE & MAINTENANCE

SLIDING DOORS

Wardrobes Online sliding doors are built for long-lasting free performance. To ensure their durability, regular maintenance of both the doors and tracks is essential:

- Keep the floor track clear of debris or carpet fluff to enable smooth rolling of the bottom wheels.
- Ensure the wheels are correctly positioned inside the channel guide within the track system. If doors are moved too quickly or there is obstruction within the track, the bottom wheels may dislodge. To fix this, simply lift the door and reposition the wheels into the channel guide.
- Avoid using force if the doors encounter resistance; there may be an obstruction either behind the doors or within the tracks.
- Use only non-water-based and non-abrasive cleaning products for both doors and tracks to avoid damage.

Should you experience any issues with your Wardrobes Online sliding doors, our dedicated service team is available to assist you promptly.

ORGANISERS

Wardrobes Online wardrobe organisers are made from robust materials, requiring minimal maintenance. To preserve their quality:

- Use them exclusively for storing clothing and personal items.
- Avoid water-based cleaners or harsh cleaning products.
- Opt for gentle cleaning methods such as a dry cloth, vacuum, or duster.

CONTACT INFORMATION

Should you need to contact the Wardrobes Online team for more information, our details are as follows:

Phone: 09 421 9252

Email: sales@wardrobesonline.co.nz

Physical Address: 51A Foundry Road, Silverdale, Auckland