

Warranty Policy

Version 4 | August 2026



In this warranty, 'Astra Street Furniture' refers to the Astra Street Furniture brand, which is owned and operated by Area Safe Products Pty Ltd. 'Area Safe Products Pty Ltd' may also be referred to as 'we', 'our', or 'us'.

Area Safe Products Pty Ltd warrants that the Astra Street Furniture range of products will be free of defects for a period of 2 years from date of delivery, based on the following criteria:

- a) The product(s) were purchased directly from Area Safe Products Pty Ltd
- b) The product(s) have been maintained according to the applicable product specifications and furniture care document(s) – see Astra Street Furniture website
- c) The product(s) have been installed according to the product installation guide
- d) The claim is made by the original purchasing entity stated on the Area Safe Products Pty Ltd tax invoice
- e) The claim is made within the 2-year warranty period
- f) The claim is made in writing to Area Safe Products Pty Ltd who will respond and advise the process that will be taken to review and rectify the defect

A defect is defined as a fault(s) of the workmanship or the materials (excluding natural products such as timber) that hinders the product from performing its original purpose in which it was designed to perform.

Warranty does not cover:

- a) Defects as a result of vandalism, theft, negligence, abuse, misuse or accidents
- b) Defects as a result of cleaning chemicals used on the product or the area nearby the product including acid washing (refer to furniture care document for cleaning guidelines)
- c) Cosmetic changes such as discolouration, fading, crazing, or leaching (see Astra Street Furniture 'Furniture Care Timber Leaching' document). Do not leave products wrapped up if stored in the weather before installation. Trapped heat and moisture can severely damage the surface finish. If covered storage is not available, consider asking Astra to store the product until the site is ready to install.
- d) Defects as a result of product materials or structures that have been altered, modified or repaired by a person or company other than Area Safe Products Pty Ltd
- e) Steel products (excluding stainless steel and aluminium) installed within 5km (direct line) from salt water
- f) Timber or natural products – Timber has a natural tendency to open, close, split or leach with changes in weather conditions and exposure to UV (sunlight). These are natural characteristics and are not considered defects. Astra Street Furniture does not warrant against general weathering or movement of timber after delivery. Our QA systems will identify and replace any timber defects prior to delivery. Area Safe Products only use certified timbers. Do not leave products wrapped up if stored in the weather before installation. Trapped heat and moisture can severely damage the surface finish. If covered storage is not available, consider asking Astra to store the product until the site is ready to install.

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- g) Any loss or damage to surrounding surfaces or elements above or below the ground as a result of the defect and/or the rectification
- h) The cost of labour involved as a result of the defect and/or the rectification
- i) The cost of product assembly or disassembly, installation or de-installation as a result of the defect and/or the rectification
- j) The cost of freight to and from Area Safe Products as a result of the defect and/or the rectification

