



Lifetime Product Warranty

Frame Today provides a lifetime warranty for all materials and workmanship on custom picture framing. We use quality materials and all workmanship is carried out by our qualified framers when manufacturing your picture frame.

Included in this warranty are all materials and labour including:

- Frame
- Glass
- Matboard
- Backing board
- Hanger
- Craftmanship

Frame Today will not be responsible for external factors not of our doing including careless handling, mistreatment, change of mind or items that are not returned in its original state. This warranty does not cover any damage other than damage to the framing. Excluded from this warranty are the subject of the framing (artwork), walls, floor or other items even if damage is caused by a failure of the product.

Frame Today is not responsible for any expenses associated with a warranty claim.

Is my product covered under your lifetime warranty?

To ascertain if your purchase is covered under this warranty, please contact your nearest store. We pride ourselves on our customer service and understand that every case is unique.

How can you redeem this warranty?

To determine if our lifetime warranty applies in your case, take the item and your receipt of purchase back to the original store of purchase and discuss the circumstance with a staff member.

If your warranty claim is approved we will repair or replace the faulty or damaged components. We do not offer financial compensation under this warranty.



Your rights under Australian Consumer Law

Our goods and services come with guarantees that cannot be excluded under Australian Consumer Law. For major failures with the service, you are entitled to:

- cancel your service contract with us, and
- refund for the unused portion, or reimbursement for its reduced value.

You are also entitled to choose a refund or replacement for major failures with goods.

If a failure with the goods or a service does amount to major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done, you are entitled to a refund for the goods and to cancel the contract for the service and obtain a refund of any unused portion. You are also entitled to reimbursement for any other reasonably foreseeable loss or damage from a failure in the goods or service.

Who can I contact if I need to speak to someone about this?

You can phone, email or visit any of our stores to discuss your options with a staff member or store manager.

Find your nearest store:

<http://www.frametoday.com.au/frame-today-store-locations>