

When to Un-Pack your Delivery

Dear Valued Customer,

We are now in the process of delivering or have recently delivered your 100% Australian-made quality Landmark product. So as to best protect and preserve the quality of your product, we now draw your attention to the fact that your product is required to be unpacked within 48 hours of delivery.

This is because:

- 🌿 Landmark and Furphy products are delivered flat-packed and built ready to install to withstand open space elements as best as possible by using coatings, galvanising, powder coating, staining and other protective measures
- 🌿 Flat-packed items are tightly strapped to withstand the vagaries of transport. Temporary packing is placed between product components that are strapped together which - if left in the original packaging media for too long - can lead to:
 - ✗ excessive sweating of surfaces and finishes (as temporary plastic coverings used for transport can act like an oven)
 - ✗ dulling of raw and polished aluminium castings
 - ✗ packaging media sticking to items and marking timber, painted and powder coated surfaces
 - ✗ damage to components caused by larger items placing weight on items on the bottom of the pack for extended periods
- 🌿 Please note this requirement is also outlined in our Standard Terms & Conditions.



PLEASE CONFIRM THAT YOUR NOMINATED DESPATCH DATE IS STILL CORRECT



IF YOU ARE NOT RECEIVING THE PRODUCT YOURSELF, PLEASE INFORM OTHERS OF THIS INFORMATION AND REQUIREMENT



PLEASE UNPACK YOUR PRODUCT WITHIN 48 HOURS OF DELIVERY

Landmark will not be liable for any deterioration of product(s) that have not been unpacked within 48 hours of delivery or have been stored (un-packed) for longer than 48 hours. If the customer requests that Landmark store the un-packed product(s) prior to delivery, Landmark will not be liable for any deterioration of product(s) when they have been stored for longer than 48 hours, and the Warranty may then be voided with regard to deterioration of product(s).

Questions?

Please do not hesitate to contact us at customerservice@landmarkpro.com.au
or call us at [1300 768 230](tel:1300768230)

Monday through Friday 8:00 to 17:00 EST



Landmark Products Pty Ltd ABN 99 112 000 843

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