

MANUFACTURERS WARRANTY

WARRANTY AGAINST DEFECTS

(Please refer to the following for the full terms and conditions):

Subject to the Warranty Terms and Conditions and the Warranty Claim Procedure, the manufacturer warrants this product to be free of manufacturing or material defect for 1 year from the date of purchase.

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and for compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

The benefits of this warranty are in addition to any rights and remedies imposed by Australian State and Federal legislation that cannot be excluded. Nothing in this warranty is to be interpreted as excluding, restricting or modifying any State or Federal legislation applicable to the supply of goods and services which cannot be excluded, restricted or modified.

WARRANTY CLAIM PROCEDURE:

In order to make a warranty claim you must follow the procedure outlined below:

1. You must return the item to your place of purchase to register a claim.
2. The retailer will make a qualifying investigation. You must provide the following to the retailer:
 - a. A copy of the proof of purchase.
 - b. Clearly state the grounds for the claim and describe any relevant circumstances.
 - c. An assurance that the product has not been damaged; incorrectly assembled, installed or operated; negligently treated or misused. Any false representations may void your claim and constitute a breach in law.
 - d. You may submit details and proof of your expense claim for consideration (for major failure only).
3. The retailer will return the item and the claim documentation to the manufacturer who will handle the claim. You will be contacted by a representative of the manufacturer who will respond to all claims in a timely manner.

WARRANTY TERMS AND CONDITIONS:

- (a) This warranty is not transferable; it applies only to the consumer that purchased the product from the retailer invoiced by the manufacturer ("purchaser").
- (b) The manufacturer will remedy any justifiable claim by either, in its sole discretion, repairing or replacing the product free of charge.
- (c) The manufacturer reserves the right to replace defective parts of the product with parts and components of similar quality, grade and composition where an identical part or component is not available.
- (d) The manufacturer is responsible for transit damage that occurs to goods supplied and delivered to the nominated point of delivery when freight is the manufacturer's responsibility. Otherwise risk passes to the purchaser once the product leaves the factory.
- (e) Transit damage must be claimed within 2 business days of receipt.
- (f) Freight costs for warranty claims will be borne by the purchaser from the nominated point of delivery. The supplier will only be responsible for return freight from the original delivery point.
- (g) It is the responsibility of the purchaser to ensure that the product is delivered in good order.
- (h) The manufacturer will not accept any attempts to extend warranty terms.
- (i) Claims for damaged products will not be accepted if documentary evidence shows that the purchaser or their agents received the products in good order and condition.
- (j) This warranty does not apply if:
 - i. the product has been subjected to abuse, improperly treated, neglected, or misused;
 - ii. repairs, maintenance or service have been done by an unauthorised person.