

01/01/12

Product Warranty

Our goods come with guarantees which cannot be excluded under the Australian Consumer Law.

You are entitled to replacement or refund for a major failure and to compensation for 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

Claim Procedure

1. The Company warrants that it will repair or make good any defects in materials or workmanship arising within the period specified in the contract or, where no time is specified, within 14 days from the date of delivery of the goods.
2. No claim shall be accepted under such warranty unless written notice of the claim is received by the company as soon as reasonably possible after the defect is discovered, nor shall any claim be accepted.
 - a. If any attempt to repair the defective goods is made by any person not authorised by the company to effect such repairs;
or
 - b. If the defective goods have been modified or incorrectly stored, maintained, installed or operated.
 - c. Should the company elect to repair any defective goods, such repair shall be effected at such place as the company may specify and the buyer shall be responsible for shipments to the place or places to specified.

