



STANDARD CONDITIONS

Madimack Pool Products Pty Ltd distributes pool products and provides the following warranties:

STATUTORY RIGHTS

The benefits to the consumer under this warranty are in addition to other rights and remedies of the consumer under the laws in relation to the goods and services to which the warranty relates.

Our goods come with guarantees that cannot be excluded under Consumer Law.

You may be entitled to a replacement or refund for a major failure and compensation for any other loss or damage. You are also entitled to have the goods repaired if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

LIMITED WARRANTY

Madimack warrants that its products are free from defects in materials and manufacture for a period of 3 years from the date of purchase, unless otherwise specified.

Please visit www.madimack.com for all warranty terms and conditions

Madimack will, at its discretion, repair or replace any product proven to be defective during the warranty period for either materials or manufacture. Alternatively, Madimack will pay the cost of repair or replacement within 90 days of receiving the defective product, subject to unforeseen delays. This warranty is applicable for domestic installations only, is personal to the original purchaser, and does not transfer to any subsequent purchasers.

EXCLUSIONS

To the extent permitted by law, Madimack excludes all statutory or implied conditions and warranties, as well as any other liability that may arise under statute or at law, including without limitation liability for breach of contract, negligence, or any other cause of action. The following exclusions apply:

Incorrect operation of the unit resulting from failure to follow the provided instructions.

Damage caused to the robot due to misuse or any means other than a manufacturer defect.

Repairs or servicing performed by unauthorized dealers or service stations.

Damage caused by an unauthorized service station that compromises the battery seal.

Overcharging the battery by using a non-specified input power adapter.

Faults in the machine's operation caused by the use of non-specified accessories.

General wear and tear of consumable products, including filters, tracks, and brushes.

LIMITATION OF LIABILITY

To the extent permitted by law, Madimack's liability under any condition or warranty that cannot be legally excluded in relation to the supply of goods and services is limited to one of the following options:

Repairing the goods.

Replacing the goods with equivalent products or services.

Paying the cost of replacing the goods or providing equivalent products or services again.

Paying the costs of repairing the goods.

PROCEDURE FOR WARRANTY CLAIMS

In the event of a warranty claim, the faulty product must be returned to the place of purchase or, if installed by an approved agent, to an authorized warranty agent. Madimack does not accept returns directly from end consumers.

You are responsible for arranging the removal of the defective product and the installation of the repaired or replacement product. This includes all transportation costs and any applicable insurance fees associated with transporting the products to the supplier and the replaced or repaired product from the supplier.

All returns require Madimack's written approval and must be accompanied by either:

A Field Inspection Report authorized by the Local Customer Service Manager or Authorized Agent, or
A "Return Goods Authorization"
