

Armour Covers Warranty Statement

Armour Covers Pty Ltd ACN 642 775 460 (**Armour Covers**) offers the following warranty in relation to the products it supplies directly or through an authorised manufacturer, dealer or approved service repair agent (**Product**).

Australian Consumer Law

If you are a consumer as defined in the Australian Consumer Law: *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 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.*

Warranty

Armour Covers warrants that, subject to the exclusions and limitations below, all parts of the manufacture and assembly of the Product will be free from defects in materials and workmanship (**Warranty**) for a period of 5 years on all Caravan/RV Covers and 1 year on Accessory Covers (Storage Box Covers & Electric Jack Covers)

1. This Warranty is activated at the time of purchase by the final retail customer (being the owner of the Product).
2. In the event the Product is purchased by a manufacturer, dealer or approved service repair agent, this Warranty will commence at the time the final retail customer makes payment for the Product to the wholesale purchaser.
3. If the Product is purchased directly from Armour Covers for use by final retail customer and not to be on sold in any way, the Warranty will commence at the time of the original purchase.

Warranty Period

This Warranty cannot be assigned or transferred to a subsequent owner of the Product.

The purchaser or final retail customer should inspect the Product immediately when received or at vehicle handover, to ensure that it appears free from any damage or defect, and matches the description provided.

If after accepting the Product, a defect appears in the manufacture or assembly of the Product before the end of the Warranty Period and Armour Covers finds the Product to be defective in materials or workmanship, Armour Covers will, in its sole discretion, either:

- (a) replace, repair or refund the Product or the defective part of the Product free of charge; or
- (b) cause the Product or the defective part of the Product to be replaced or repaired by a qualified repairer free of charge.

In arranging Warranty inspection, service and repair, Armour Covers will seek to provide the details of an approved service agent within your geographic area. Should one not be available, or if the Product is in use in travel, Armour Covers reserves the right to seek to arrange a repair or replacement at the next available location on the route of travel.

Armour Covers 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.

Products presented for repair may be replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair the Product.

Making a Warranty Claim

If a defect covered by this Warranty appears, the Customer must first contact Armour Covers within 7 days of first becoming aware of the defect. Armour Covers will assist the Customer to rectify and resolve any Product issue that may arise.

When making a claim under this Warranty, Armour Covers requires that the following information be provided before any further action will be taken.

1. Original Invoice (Document or Number);
2. Make and model of the Product;
3. Make and model of the vehicle (if Product fitted);
4. Description of damage and/or repair required;
5. Photos of the damage and/or repair; and
6. Appropriate documentation (such as historical and maintenance records).

Armour Covers reserves the right to request more information or images should what is provided not be sufficient to make an assessment for the Warranty claim.

The Product must be made available to Armour Covers or its authorised repair agent for inspection and testing. If such inspection and testing find no defect in the Product, the final retail customer must pay Armour Covers' usual costs of service work and testing.

The final retail customer must bear the cost of the transport of the Product to and from Armour Covers or the authorised repair agent, and all insurance of the Product.

Exclusions

This Warranty will not apply where:

- the Product has been repaired, altered or modified by someone other than Armour Covers, or without the written consent of Armour Covers or an authorised repair agent;
- the alleged defect in the Product is within acceptable industry tolerances and variances;
- Armour Covers cannot establish any fault in the Product after testing and inspection;
- the Product has been used other than for the purpose for which it was designed;
- the alleged defect in the Product has arisen due to the final retail customer's failure to properly use and maintain the Product in accordance with any of Armour Covers' instructions, recommendations and specifications (including applicable maintenance schedules);
- the alleged defect in the Product has arisen due to the final retail customer's request to customise the Product;
- the Product has been subject to abnormal conditions, including environment, temperature, high or excessive wind, water, fire, humidity, pressure, stress or similar;
- the alleged defect has arisen due to abuse, misuse, neglect or accident;
- unauthorised parts or accessories have been used on or in relation to the Product;
- the Product has been overloaded or involved in an accident;
- the alleged damage or defect has been caused by normal wear and tear;
- the alleged damage to fabric has been caused by storm, wind or rain, or stretching of fabric caused by water pooling on fabric;
- breakage or bending of hardware components has been caused by storm, wind or rain, or water pooling on fabric.

Replacement Warranty Item

If, under Warranty, a Product is replaced or repaired by Armour Covers or an Armour Covers agent, unless provided in writing to indicate otherwise, the replacement Product will carry the **remaining** Warranty terms and conditions, including length of time, of the original purchased Product.

Change of Mind

Please choose carefully as returns for items purchased by mistake or "change of mind" are not applicable to any of our Covers as they are made to order. Each custom item is tailored specifically to your preferences, making it challenging for us to resell or repurpose it therefore any orders on covers are final.

We encourage you to review all customisation details thoroughly before placing your order. Should you have any questions or require assistance, please do not hesitate to contact our customer service team, who will be more than happy to help ensure your satisfaction before finalising your purchase.

Limitations

Armour Covers makes no express warranties or representations other than set out in this Warranty.

The repair or replacement of the Product or part of the Product is the absolute limit of Armour Covers' liability under this express Warranty.

Contact

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Ph: 0419 701 825

info@armourcovers.com.au

To receive a copy of the Armour Covers Warranty Terms & Conditions or information regarding specific Armour Covers products, please contact Armour Covers Head Office on 0419 701 825