

## Warranty Policy

To qualify for TQB Brands Pty Ltd products 12 month warranty coverage;

- The product must be purchased in Australia, from TQB Brands Pty Ltd or an authorised dealer of TQB Brands Pty Ltd.
- The warranty is only valid for the original purchaser. Warranty is not transferable to subsequent owners.
- Proof of purchase must be presented, including the serial number of the product where applicable.

Subject to exclusions set out in these terms, all products distributed by TQB Brands Pty Ltd are guaranteed for 12 months against faulty workmanship and materials.

Each product distributed by TQB Brands Pty Ltd is designed and manufactured for a specific purpose. TQB Brands Pty Ltd warranties do not cover products that have been used for purposes other than for its intended use, or that is misused, abused or subject to normal wear and tear, or products which have not been correctly maintained. Parts replaced or repaired under warranty are warranted only for the remainder of the balance of the warranty period.

TQB Brands Pty Ltd warranty does not apply to the following items:

Consumable products including but not limited to drill bits, grinding wheels, tyres, vacuum bags, nozzles, globes, LED's, batteries, fittings, springs, chucks, arbors or any such attachments.

Serviceable parts including but not limited to bearings, seals, filters, globes, belts, batteries, fluids, fittings, springs or any other such parts.

Normal wear parts such as; hydraulic seals, wheels, tyres & tubes, handles, fuel cut off valves, wheel bearings, recoil starter ropes, lubricants, gaskets, etc.

Castor/creeper wheels.

Defects or other faults arising from normal wear and tear, including on parts or components of goods

The BTQ warranty does not apply to any damage caused from the following:

- Misuse, abuse, alterations, accident or lack of care
- Used for a purpose for which it was not designed for
- Disregarding the service and maintenance guidelines
- Neglecting the instructions given by the owner's manual booklet
- Replacement/ use of non-genuine TQB Brands Pty Ltd spare parts and accessories other than those approved by TQB Brands Pty Ltd.
- Improper installation, storage and water damage.
- If the product has been operated on power supply voltage other than that specified on the product.
- If the product has been disassembled or tampered with in any way.
- Where the service of this product has been undertaken by a person not authorised by TQB Brands to carry out such work or where parts have not been approved by the Company have been used.

The purchaser is responsible for the delivery of the defective part/ product with proof of purchase to TQB Brands or an Authorised Service agent for inspection during normal business hours and also responsible for all charges in connection with re-delivery of the part/product. Damage in transit is not covered by this warranty and purchasers should securely pack and remove any liquids before sending.

## *Consumer Guarantees*

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.