

12 MONTH

WARRANTY

Stanfred Metal Products Warranty Against Defects

Stanfred Metal Products warrants this product to be free from defects in workmanship and materials for a period of 12 months from the date of purchase.

Care and attention has been taken to ensure this product is of the highest standard.

Please Note: This product must only be used in accordance with the instructions supplied. Any variation to this will be considered a void of warranty.

Subject to the Conditions of Warranty set out below, should the product fail in any way within the warranty period, Stanfred Metal Products will repair, replace or provide you a refund of the defective product.

Please contact our Sales Department and follow the procedure below to claim the warranty.

Conditions of Warranty:

- The product must **not** be disposed of.
If required by Stanfred Metal Products, the product must be returned to Stanfred Metal Products.
- Proof of purchase must be provided.
- The product must be used in accordance with the instructions supplied with the product.
- The product must not have been altered or modified without written authorisation from Stanfred Metal Products.
- Failure of the product must not be due to abuse, misuse or improper installation or maintenance.
- After discovering the 'defect' or 'failure', the consumer must stop using the product and remove the product from the scene if the product fails during use.
- Stanfred Metal Products Sales Department must be contacted or notified within 7 days of the product defect being discovered or failure of the product.
- The consumer bears all expenses of claiming the warranty. (Note: freight charges for return of the product to Stanfred Metal Products will be refunded to the consumer if the claim is valid and all the warranty conditions are met)
- Stanfred Metal Products will not be responsible for damage or loss caused during shipping.

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STANFRED
SINCE 1950

www.stanfred.com.au

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To make a claim follow the detailed steps below:

1. Stop using the product immediately when defect is discovered and remove product from the scene if the product fails during use.
2. Contact Stanfred Metal Products Sales Department within 7 days of the failure / defect being discovered to lodge your claim.
3. Provide your full contact details for follow-up correspondence.
4. Provide your proof of purchase of the product.
5. Provide specific details of the defect and detailed description of how the defect was discovered.
6. Provide us photographic evidence of the defect.
7. If the product requires testing or evaluation, return the defective product to Stanfred Metal Products at your expense and advise Stanfred Metal Products of any freight costs you incurred. (Stanfred Metal Products will provide you a refund of the freight costs if your claim is valid and all the Conditions of Warranty are met)

Business contact details:

Stanfred Metal Products – Sales Department

92 Capital Link Drive

Campbellfield VIC 3061

Phone: 03 9357 8883

Email: sales@stanfred.com.au

Please Note:

The benefits given by this warranty are in addition to other rights and remedies of the consumer under the Competition and Consumer Act 2010 and similar state and territory laws relating to the goods purchased and the warranty accepted by the consumer.

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.

Full details of your consumer rights may be found at
www.consumerlaw.gov.au

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