

We take pride in the goods we manufacture, and offer consumers who purchase our products the warranty set out in this document.

Subject to the 'Exclusions and Limitations' as set out below, and General Terms and Conditions of Sale (P5.1.012)- Clause 9 ([www.gfps.com/au](http://www.gfps.com/au)), we warrant consumers who purchase products directly from George Fischer Pty Ltd, or from any of our authorised suppliers in Australia, that the product is free of defects as a result of faulty manufacture, workmanship or materials.

This warranty is offered for a period of twelve (12) months from receipt of the GF products by the end user, unless otherwise stated. This warranty applies only to the original purchaser of the product and is not transferrable to any other person or party under any circumstances.

## EXCLUSIONS AND LIMITATIONS

GF will not be liable for damage or defects which are as a result of:

- loss or damage caused by any factors beyond our control;
- normal wear and tear
- damage resulting from improper storage and maintenance and/or oversteering or overloading;
- any Goods which has not been installed and/or maintained according to any care or operating instructions;
- any alterations or repairs to the Goods not performed by us or with our prior written consent; or
- damage resulting from unsuitable operating media, operation outside product design parameters, unsuitable construction work or unsuitable building ground, or the use of other than original spare parts.

We will not be liable for any wearable component in any product, any default, defect or problem on the basis that the goods are not fit for a specific purpose, or any costs, loss or damage incurred in connection with transportation or delivery of the product.

We will not be liable for any special, indirect, consequential or economic loss or damage or loss of profits (in contract or tort or arising from any other cause of action) suffered by you or any other person resulting from any act or omission by us.

## REPLACEMENT WARRANTY

A replacement part supplied by us during the warranty period shall be covered by the warranty for the unexpired portion of the warranty period covering the original Goods.

## MAKING A CLAIM

Any claim made under this warranty shall be initiated by contacting George Fischer Pty Ltd, either by telephone (02) 9502 8000, by post to Unit 1, 100 Belmore Road North, Riverwood, NSW 2210 Australia, or E-mail to [aus\\_customerservice@georgfischer.com](mailto:aus_customerservice@georgfischer.com) within the warranty period, providing details of the defect and evidence of purchase.

We may require any product subject to this warranty, or claim, be returned to George Fischer Pty Ltd, or one of our authorised representatives, for further inspection.

Upon delivery to us, or our inspection of the product, we will assess the product to determine if the fault or problem is covered by this warranty. We will advise you by telephone, email or in writing whether the fault is covered by this warranty.

- **Transport charges:** Subject to your statutory rights, under this Warranty, you are liable for all transport charges incurred in returning defective components or parts for repair or replacement together with the cost of returning them to you. An invoice for such transport charges will be provided upon returning the relevant Good(s) to you which will be payable in accordance with these Terms.
- **Regulation 90:** This Warranty against defects is provided in addition to other rights and remedies you may have at law.
- **Goods only:** 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.
- **Services only:** Our Services come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the Service, you are entitled:  
A: to cancel your service contract with us; and  
B: to a refund for the unused portion, or to compensation for its reduced value

You are also entitled to be compensated for any other reasonably foreseeable loss or damage. If the failure does not amount to a major failure, you are entitled to have problems with the Service rectified in a reasonable time and, if this is not done, to cancel your contract and obtain a refund for the unused portion of the contract.

- **Goods & Services:** If you are a Consumer for the purposes of the ACL, the following statement applies to you. Our Goods come with guarantees that cannot be excluded under the Australian Consumer Law. For major failures with the Service, you are entitled:  
A: to cancel your service contract with us; and  
B: to a refund for the unused portion, or to compensation for its reduced value.

You are also entitled to a refund or replacement for major failures with Goods. If a failure with the Goods or a Service does not amount to a major failure, you are entitled to have the failure rectified in a reasonable time. If this is not done you are entitled to a refund for the Goods and to cancel the contract for the Service and obtain a refund of any unused portion. You are also entitled to be compensated for any other reasonably foreseeable loss or damage from a failure in the Goods or Service.

## STATUTORY GUARANTEES

This warranty against defects is provided in addition to other rights or remedies you, as a consumer, may have at law. If you are a consumer for the purposes of the Australian Consumer Law the following statement is applicable to you.

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 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.