

## WARRANTY & RETURNS POLICY

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### WARRANTIES

All goods supplied by us shall carry the warranty of the original manufacturer from the date of purchase. Any goods installed by us are warranted for workmanship for one (1) year from the date of installation from us. Within this period, we will, at our sole discretion, repair or replace any goods or components that fail in normal use. Such repairs or replacement will be made at no charge to you for parts and/or labour.

The warranty does not apply to:

- Damage caused by accident, negligence, abuse, misuse, water, flood, fire, other acts of nature or external causes.
- Goods that have been modified or altered.
- Damage resulting from repair, or attempt to repair by an unauthorized third party.
- Damage from installation, improper use, or if the goods are not used or operated in accordance with instructions.
- Normal wear and tear.

Our sole liability under this warranty shall be limited to either replacing or repairing without charge, at our premises or elsewhere at our discretion, any goods or components meeting this warranty, or at our option, refunding the purchase price.

All warranty claims must be submitted to us prior to the expiration of the warranty period along with proof of purchase. Claims for warranty without proof of purchase will be rejected.

In no event, will we be liable for any special, direct, indirect, incidental or consequential damages, losses, costs or expenses however arising whether in contract or tort including without restriction any economic losses of any kind, any loss or damage to property, any personal injury, any damage or injury arising from or as a result of misuse or abuse, or the incorrect installation, integration or operation of the goods.

### RETURNS

Where the return of goods is not the result of a claim under warranty as specified in our warranties policy, we will accept the return of goods in limited circumstances, provided that:

- The goods are returned to us within 60 days of purchase.
- The goods are standard and normally stocked items.
- The goods quantity are of normal sales quantities.
- The goods are in "as new" re-saleable condition including that:
  - They are in original packaging, including any manuals and all accessories.
  - They are unworn, undamaged, unopened, unused and in original condition.

In the event that these requirements are satisfied, we will accept the return of the goods subject to 15% restocking fee. This fee will be calculated as 15% of the original sale price of all goods returned. This fee will be deducted from any refund we accept. The customer will be responsible for all shipping or transport costs associated with the return of goods, and will assume all risk of loss, damage or delay to the goods while in transit to us.

If these requirements are not satisfied, we reserve the right not to accept the return of any goods and a refund will not be provided.

The return of non-standard, non-catalogued or non-stocked goods will not be accepted under any circumstances. Any legislative or statutory returns requirements will remain applicable.