



Head Office: 174 Cavan Road, DRY CREEK, SOUTH AUSTRALIA, 5094

Phone: +61 8 8368 0263 ~ **Fax:** +61 8 8368 0203

QLD Office: 137 Benjamin Place, LYTTON QUEENSLAND, 4178

Phone: +61 7 3393 3355 ~ **Fax:** +61 7 3893 2120

FREECALL No: +61 1800 697 655

Website: www.ozroll.com.au

Email: sales@ozroll.com.au

ABN: 91 090 863 102 **QBSA License Number:** 1149818

WARRANTY POLICY

Our Goods may come with some guarantees that cannot be excluded under the Australian Consumer Law (**Consumer Law**).

The benefits provided by our warranties described below are in addition to the other rights and remedies (if any) which might be available to the Buyer under the Consumer Law. OZROLL warrants that the Goods purchased will, under intended use, and subject to the general obligations of this warranty, be free from defects in materials or workmanship under normal use and service.

General Obligations

- (1) When Goods do not conform to the applicable warranty described above, OZROLL's obligations shall be to repair or replace, with minimal delay, the defective material or to compensate the Buyer for damages on loss at Ozroll's discretion.
- (2) OZROLL shall not be liable for any injury, loss or damage, direct or consequential, arising out of, or the inability to use, the Goods. Before using, the Buyer shall determine the suitability of the Goods for its intended use, and Buyer assumes all risk and liability in connection therewith.
- (3) Any and all Goods that are replaced pursuant to the terms of this warranty shall be retained by OZROLL (in its discretion).
- (4) This Warranty is effective from the original supply date, and OZROLL must be informed in writing within Seven (7) days of any known possible warranty claim.
- (5) The Buyer is responsible for arranging the return of the Goods to OZROLL and for any freight cost relating to repair or replacement (if applicable). OZROLL will not be responsible for any consequential damages during or following the assembly and/or installation procedures.
- (6) OZROLL's responsibility to any third party (if any) shall be no greater than that of OZROLL's responsibility under this Warranty to the original Buyer.
- (7) The Buyer is required to provide proof of purchase (i.e. invoice) to make a warranty claim to OZROLL.
- (8) The End User should approach the Buyer (place of purchase) regarding any warranty claim, in accordance with Ozroll's arrangements with the Buyer, prior to making a warranty claim directly against Ozroll. Pursuant to the Consumer Law the Buyer is required to address any claim by an End User pursuant to the Warranty.
- (9) Everything in this Warranty shall be read subject to the Consumer Law.



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Procedure for warranty claims

The procedure for the Buyer making a warranty claim is as follows:

- (a) produce a copy of the receipt of purchase, together with the warranty document / certificate provided with the product (if any) with the following details completed Date of Purchase, Buyer, Relevant Serial/Barcode Identification Numbers, Fault/Diagnosis; and
- (b) sending the warranty claim to Ozroll at the relevant address set out in this document
- (c) upon receipt of the relevant information, a detailed investigation will be undertaken to confirm whether the claim refers to Manufacture Guarantee or Consumer Guarantee.
- (d) return address:
Ozroll Industries
174 Cavan Road
DRY CREEK SA 5109
Phone: 08 8368 0263
Email: sales@ozroll.com.au