



VQuip Pty Ltd ABN 37 147 897 934  
22 Rocco Drive  
Scoresby, Victoria, 3179

Freecall: 1800 847 687

Email: [sales@vquip.com.au](mailto:sales@vquip.com.au)  
Website: [www.vquip.com.au](http://www.vquip.com.au)

## WARRANTY

This is a warranty of goods sold and installation services supplied by VQuip Pty Ltd ABN 37 147 897 934 ('VQuip') as identified in this warranty (respectively 'Goods' & 'Installation Services').

When any person, firm or company places an order with VQuip for the purchase of Goods and/or Installation Services ('Customer'), they have the peace of mind in knowing that those Goods and/or Installation Services are covered by this warranty. This warranty sets out what the Customer must do to entitle the Customer to claim under this warranty and what VQuip must do so that the warranty may be honoured.

This warranty is in force from **1 November 2019**.

### 1. THIS WARRANTY:

The benefits provided to the Customer in this warranty are in addition to other rights and remedies under the Australian Competition and Consumer Act 2010 and any other laws ('Standard Warranties') in relation to the Goods and/or Installation Services sold and/or supplied by VQuip.

This warranty covers, for the warranty period (as identified in this warranty):

- (a) the Goods and/or Installation Services sold and supplied against faulty materials or workmanship ('Failure'); and
- (b) in the case of Failure, the repair or replacement of Goods, the remediation or re-performance of Installation Services, or the refund of the cost of Goods and/or Installation Services.

#### Important information:

- There is no cost to the Customer for this warranty.
- A failure to evidence purchase of the Goods and/or Installation Services from VQuip by way of a valid invoice/receipt will mean this warranty will not apply.
- This warranty is not transferrable .
- The VQuip trading terms published at [www.vquip.com.au](http://www.vquip.com.au) ('VQuip Trading Terms') shall apply and form part of this warranty, unless inconsistent with the terms detailed in this warranty.

### 2. THIS WARRANTY WILL NOT APPLY:

This warranty will not apply to the extent the Failure claimed is the result of:

- (a) normal wear and tear;
- (b) the Goods not having been stored, used or maintained in accordance with requirements as advised to the Customer by VQuip or a third party manufacturer, supplier and/or installer;
- (c) the Goods having been used in an abnormal manner; for example if the Goods are misused, dropped, crushed, impacted with any hard surface, exposed to extreme weather conditions, not maintained properly or used after partial failure; or
- (d) wilful, negligent and/or reckless acts or omissions of the Customer or a third party.

### 3. UNDER THIS WARRANTY:

If there is a Failure, the Customer is entitled, at the election of VQuip, to:

- (a) in the case of Goods, have the Goods repaired with a reasonable time; a replacement of the Goods, or a refund of the cost of the Goods; and
- (b) in the case of Installation Services, have the Installation Services remedied or re-performed within a reasonable time, or a refund of the cost of the Installation Services.

All other liability limitations and exclusions detailed in the VQuip Trading Terms shall apply to this warranty.

**4. TO CLAIM UNDER THIS WARRANTY:**

A Customer must:

- (a) Contact VQuip by email (sales@vquip.com.au) or by phone on 1800 847 687;
- (b) Provide VQuip details associated with its claim, together with written evidence of purchase of the Goods and/or Installation Services (a valid invoice/receipt) the subject of the claim; and
- (c) VQuip will then contact the Customer, arrange for the Goods and/or Installation Services to be inspected, and determine the Claim in a timely manner.

VQuip will honour all warranty claims that are submitted by a Customer in accordance with these terms and conditions.

This schedule outlines (a) the VQuip Goods and Installation Services covered by this warranty, and (b) the warranty period applicable:

| <b>Product type</b>  | <b>Warranty period</b>  |
|--|---|
| Goods manufactured and installed by VQuip                  | 3 years from purchase date  |
| Goods manufactured by a third party and installed by VQuip | Goods – as per manufacturer warranty<br>Installation – 3 years from purchase date |