

TMAC Warranty Statement

TMAC Warranty Statement (Goods)

Thew and McCann Pty Ltd (TMAC) warranty statement.

The benefits provided to you by this warranty are in addition to other rights and remedies available to you at law in relation to the goods or services to which the warranty relates.

In particular, you should note that 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 or 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.

In addition to the rights and remedies which you have under the Australian Consumer Law, unless otherwise specifically identified by TMAC in writing, TMAC will repair, resupply or replace any defective goods or provide goods of an equivalent quality where a fault or defect in the goods or services becomes apparent within 12 months of the date of purchase (Warranty Period). Some of our goods may be designed to have a shorter lifespan and if that is the case, may not be subject to our standard additional 12 month Warranty Period. The Warranty Period which is to apply to those goods will be set out in the Installers Manual for those goods.

TMAC will not provide ANY additional warranty where damage arises from:

- improper use, installation or operation;
- the use of accessories including consumables, hardware, or software which were not manufactured, or approved in writing by TMAC;
- any contamination or leakages caused or induced by you;
- any modifications of the goods which were not authorised in writing by TMAC;
- any misuse of the goods by you;
- any use or operation of the goods outside of the physical, electrical or environmental specifications of the goods;
- inadequate or incorrect installation (including site preparation); and
- inadequate or improper maintenance of the goods

When a defect or fault is identified, to claim under our warranty, you must immediately cease using the goods and contact your representative at TMAC (or contact us via the details below) and provide details of the fault or defect, satisfactory proof of purchase, and follow the further directions of TMAC in relation to the warranty claim.

If directed by TMAC, you must return the product to the address identified below. You will be responsible for transportation charges incurred in returning defective goods, or any of its component parts, for repair, resupply or replacement and the cost of returning them to you if there is no fault or defect identified in the goods on their return, under this additional warranty.

This warranty is provided by:

Thew and McCann Pty Ltd (ABN 47 009 910 758).

45 Enterprise Street Cleveland Qld 4163

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