



**AIRSTREAM COMPONENTS WA PTY LTD**  
**ABN 95 146 196 778**  
**WARRANTY POLICY**  
**APPENDIX A**

All Airstream Product is covered by a “peace of mind” product warranty. All products are warranted to be constructed using appropriate materials and sound workmanship. All products shall perform as stated. Airstream Components accepts liability and responsibility only pursuant to this Airstream Product Warranty. Airstream Components shall replace products that are subject to a warranty claim, provided Airstream Components’ liability in respect of the claim is limited to the replacement of the product only. All other conditions, warranties and liabilities whether express or implied by law, are otherwise excluded except for those provisions as provided for in the “Trade Practices Act”.

### **Warranty Periods**

The following warranty periods apply to Airstream Products:

<b>Product</b>	<b>Warranty Period (from date of purchase)</b>
All other Airstream Products	10 years
Products not manufactured by Airstream Components	The current warranty provided by the manufacturer of the products.

### **Exclusions to Warranty**

Airstream Components Warranty covers Airstream Products only and excludes all labour and transport costs associated with the replacement of a faulty product.

Airstream Components does not accept any liability or responsibility for any loss or damage that may be caused or contributed to either directly or indirectly, by:

- Acts of God
- Riot, war, terrorism, accident
- Misuse or abuse
- Fire
- Alteration of the product (in any manner or form whatsoever)
- Faulty, incorrect, incomplete, or improper installation or operation of the product.
- Insect or animal damage.

All Warranty claims are subject to inspection and acceptance by Airstream Components, proof of purchase and proof of product fault. Airstream Components must be notified promptly on the detection of a faulty Airstream Product and given the opportunity to inspect the product and / or installation.



## Replacement / Repairs

Airstream Components will replace / repair faulty products as determined by Airstream Components and in accordance with the following procedure:

1. The Customer shall send the following documentation to Airstream Components:
  - a. Proof of purchase.
  - b. Proof of defect (it is a mandatory requirement for the Customer to attend the site, assess the fault and provide Airstream Components with a detailed report of the fault).
  - c. A Completed Airstream Components' Warranty Claim Form.
2. Airstream Components shall be entitled to attend the site to replace or repair the Airstream Product at Airstream Components' cost.
3. Airstream Components shall be provided with safe and ready access to all products (e.g. scaffolding, access panels etc). If Airstream Components deems such access is not safe and readily available, all work will stop until safe and ready access is supplied. Any costs incurred to provide such safe and ready access are payable by the warranty claimant.
4. In the event that Airstream Components is unable to complete the warranty Airstream Components will only accept a charge from the Customer if approved by a Director of Airstream Components.
5. If the installer knowingly installs faulty product, Airstream Components will only supply a replacement product (no labour cost).
6.  If the warranty claim is not the result of a faulty Airstream Product. Airstream Components will at its absolute discretion and with the Customers authorization advise the customer of the fault and will charge the Customer in accordance with the following Schedule of Charges.

## Schedule of Charges

Description	Charges
Call out fee plus first hour on site	\$160.00
Labour hourly rate per after first hour	\$100.00
Replacement parts or product and deliveries	At Customers current price list.

The above schedule of charges may change from time to time.



If replacement parts or products are not held by the service person visiting the site, he / she will arrange delivery of the replacement parts or products and shall return to site as soon as possible to undertake the repair. All associated time on site and / or travelling time will be chargeable at the rates applicable in the “Schedule of Charges”.

Airstream Components will deliver replacement parts as soon as possible but will not be liable for any loss or damage howsoever caused by a delay in delivery.

### **Customer Authorization for Warranty Service Selected**

If the warranty claim is not the result of a faulty Airstream Product there are two options available to the Customer which are as follows:

- A. If possible, Airstream Components will rectify the problem and charge for any products supplied (at your discounted price), plus the labour rates in the “Schedule of Charges” above.
  
- B. If the problem is not due to a faulty Airstream Product we will advise you of this and will leave site. The responsibility to rectify of the problem will then fall to you (the Customer), to resolve the issue.

Please tick your preferred option below:

Option A:

Option B:

.....  
Signature

.....  
Signature

.....  
Date

.....  
Date

.....  
Customer - Print name

.....  
Airstream Components - Print name

.....  
Position

.....  
Position

.....  
Signature of Witness

.....  
Signature of Witness