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Stareast International

HVAC+R ENGINEERING SPECIALISTS, SPARES & EQUIPMENT | APPLIANCE SPARE PARTS

45 BRYANT ST, PADSTOW NSW 2211 - PH: 02 9792 5988

WARRANTY CARD

This warranty covers goods sold by Stareast International Pty Ltd (ABN 81 067 397 059) (**we/us**) except those goods that are **Custom Goods** (goods which are manufactured and/or assembled to order or otherwise manufactured and/or assembled to your specific requirements) or **Special Orders** (orders placed by you for goods not normally stocked by us)

The benefits given by this warranty are in addition to all other rights and remedies that you, the consumer has under any law in respect of the appliance to which this warranty relates.

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 and for 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.

We warrant, that this good is free from manufacturing errors or defects due to faulty materials or workmanship ("**Defect**" and "Defective" has a corresponding meaning) for a period of 12 months from the date of delivery to the original purchaser ("**Warranty Period**").

12 MONTH LIMITED WARRANTY

WHAT IS COVERED

We will, at our option, during the Warranty Period, subject to the following conditions, repair or replace free of charge the good or componentry part, which upon examination by us is found to be Defective. Replacement of the good or any part under the terms of this Warranty does not give the right to an extension or start a new Warranty Period. You are responsible for all labour costs for installing the good or part.

WHAT IS NOT COVERED

Our warranty does not cover:

1. installation, operation or maintenance of the good sold, which is contrary to the instructions issued by us, or if no instructions are issued, in accordance with generally accepted industry standards;
2. unauthorised repairs or alterations to the good, other than by recommended service agents;
3. fair, wear and tear;
4. misuse, abuse, accident or absence of care or improper storage;
5. defects caused or contributed by our use or reliance on any specifications and other information, instructions, materials, documents and other data which is provided by you for use in the supply and/or incorporation into the good.

HOW TO CLAIM ON THIS WARRANTY

1. To claim on this Warranty, you must within 30 days of becoming aware of the Defect and within the Warranty Period send us an email at sales@stareast.com.au with the following information:
 - your name, address and contact telephone number;
 - a clear and detailed description of the Defect;
 - proof of purchase including invoice number and date; and
 - a completed Goods Return Authority.
2. Where appropriate, we may require you to send digital photos of the Defect and/or request that you return the Defective good to our address, in original packaging or rigid box (to prevent further damage in transit) together with your original or legible copy of your proof of purchase showing the date of original purchase and a Goods Return Authority Form. We will pay the cost of returning the good to us if upon our examination, the good is found to be Defective.
3. If we determine that the good is not Defective, we will charge you the costs of any replacement including any labour required (including attendance at your premises for assessment and installation) at the rate of \$200/hour plus GST.
4. Proof of purchase is required for validation of all warranty claims. The inability to provide proof of purchase may result in us rejecting your claim. If your claim is rejected you will be required to pay for the cost of the service call and the cost of labour and parts.