**Warranty Statement– DORMA Hueppe Pty Ltd**

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 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. Please also note that this warranty is in addition to other rights and remedies that as a consumer you may have under a law in relation to products of DORMA Hueppe Pty Ltd (***Products***).

DORMA Hueppe Pty Ltd (ABN 12 070 204 938) (***DORMA***) provides a warranty in respect of quality of its products and services on the following terms:

**Warranty Period**:

The warranty periods are as follows:

### Subject to (d) below, for manufacturing defects in materials of new products of DORMA (***Products***), the warranty period is 24 months from the date of installation.

### For defects in services provided by DORMA in the course of the maintenance of the Products (***Maintenance*** ***Services***) the warranty period is 3 months from the date of supply of the Maintenance Services.

### Subject to (d) below, for defects in services provided by DORMA in the course of the installation of the Products (***Installation*** ***Services***) the warranty period is 1 year from the date of supply of the Installation Services.

### For manufacturing defects in materials of electronics components, the warranty period is 12 months from the date of installation. For defects in services provided by DORMA in the course of the installation of electronics components the warranty period is 1 year from the date of supply of the installation service.

The warranty periods with respect to replacement parts installed in Products under this warranty end at the same time as the warranty period of the Products in which they are installed.

DORMA may agree to extend the warranty period under (a) above to 5 years if the customer enters into a service maintenance program agreement for the Product for a period of 5 years.

**Contact details of DORMA for warranty claims:**

DORMA Hueppe Pty Ltd

Unit 10, Block R, 391 Park Road

Regents Park NSW 2143

Ph: 61 2 9645 8336

Fax: 61 2 9645 8360

**What you must do to claim under the warranty:**

To be entitled to claim under this warranty, you must ensure that:

* you are the original purchaser and are in possession of the DORMA Product, and
* any instructions issued by DORMA have been complied with, including without limitation, that the DORMA Product has not been subject to improper use or improper operation.

To claim under the warranty, you must contact DORMA in writing by email or post at the address set out above, within 7 days of the problem occurring. When making the claim, you must provide DORMA with:

* customer name and contact details;
* evidence of the date of installation of the Product;
* a short description of the alleged defect;
* photographs of the defective component of the Product, and
* proof of purchase (invoice number).

**What DORMA MW must do under the warranty:**

If a DORMA Product is found to be defective during the warranty period, DORMA will at its discretion:

### repair or replace the defective Product, or parts of the Product, or

### refund the price of the Product.

If DORMA Services are found to be defective during the warranty period, DORMA will at its discretion:

### re-supply the Services, or

### refund the price of the Services.

### Any replaced parts become the property of DORMA and must be returned to DORMA .

DORMA Products presented for repair may be repaired or replaced by refurbished goods of the same type rather than being repaired. Refurbished parts may be used to repair DORMA Products.

DORMA will carry out any warranty work during the following hours:

|  |  |
| --- | --- |
| Mondays to Thursdays | 7am – 3:30pm |
| Fridays | 7am – 1pm |

**Expenses:**

DORMA will be responsible for the cost of the replacement part, shipment to the original place of delivery provided for under the contract. DORMA will not be responsible for the cost of disassembly and reinstallation, or any other expenditure. If you request that the replacement part be sent to a place other than the original place of delivery provided for under the contract, you are responsible for the associated transport costs, including travel and accommodation costs of DORMA staff or contractors who undertake the installation.

If DORMA finds upon inspection no fault in the Product or its workmanship, then you must pay DORMA's usual costs of service work, inspection and testing.

**Exclusions:**

Unless a defect is caused by actions of DORMA , DORMA shall not be liable under this warranty for defects attributable to, amongst other things, any of the following causes:

1. unsuitable or improper use of the Product, e.g. use for purposes other than for which the Product was designed for,
2. circumstances beyond DORMA's control,
3. incorrect installation or commissioning where the Product was not installed by DORMA or its agents,
4. primary or secondary structural support system failure;
5. footing or foundation failure;
6. natural wear and tear,
7. failure to adhere to the manufacturer’s selection and installation specifications,
8. incorrect or negligent handling or maintenance of the Product,
9. overhaul, replacement, modification or repair works undertaken by you or a third party prior to approval from DORMA of any warranty claim,
10. exposure to abnormal conditions, including but not limited to environment, temperature, water, fire, humidity, pressure, stress or similar,
11. any damage relating to panel finishes (fabric, vinyl, timber or otherwise), chalkboards or whiteboards.

DORMA will not be liable for acceptable industry variances.

DORMA will not be liable for loss or damage that can be attributed to your negligence or where you provide incomplete or incorrect information concerning the environmental or operating conditions (of the installation site or measured medium) which influence the functionality of DORMA's Products.

DORMA reserves the right to replace defective parts of the Products with parts and components of similar quality, grade and composition (including used parts) where an identical part or component is not available.

Some of the materials and components used in the manufacture and maintenance of the Product are not manufactured by DORMA and are not covered by this warranty. Instead, they are separately warranted by their individual manufacturer’s warranty. The length of warranty periods provided for the supplied components and their terms may vary depending on the item.