

## Warranty Policy

Synnovate products are manufactured in Australia by Synnovate Pty Ltd (ABN 45 611 786 504) (**we, us** or **our**) and sold by us or any of our authorised resellers to each end user customer (**you** or **your**) in Australia.

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.

What constitutes a major failure is set out in the Australian Consumer Law. The Australian Consumer Law as well as other Australian laws guarantee certain conditions, warranties and undertakings, and give you other legal rights, in relation to the quality and fitness for purpose of Synnovate products sold in Australia.

Unless stated otherwise, all Synnovate products sold on or after 1 November 2023 are warranted for a period of sixty (60) months and all Synnovate products prior to 1 November 2023 are warranted for a period of thirty-six (36) months commencing from the date of invoice of the product, provided that the products are properly stored, installed, used and maintained in accordance with the manufacturer's instructions in the user manual.

Warranties are strictly Return-to-Base for warranty determination, and if the Synnovate product is found to be defective due to faulty workmanship or defective materials used in its manufacture, it will be repaired free of charge or, at the sole discretion of the manufacturer, replaced with an equivalent product.

This warranty is not transferrable and is valid only in the hands of the purchaser of the product. The warranty does not cover products other than those purchased from Synnovate. Faulty units should be forwarded to the point of sale with an accompanying proof of purchase to establish the date of purchase. This proof of purchase must be provided to Synnovate together with any warranty claim.

The unit must be clearly marked with the name and address of the purchaser and the nature of the fault. If the proof of purchase is unavailable, then the warranty will be deemed to have commenced from the packaging date as indicated by the unit date stamp.

Synnovate's total liability under this warranty is limited to the cost of repair or replacement of the faulty product. Synnovate may satisfy its obligations under this warranty in full by repair or replacement of a faulty product.

For the avoidance of any doubt, any and all warranties or conditions which are not guaranteed under the Australian Competition and Consumer Act or the Australian Competition and Consumer Regulations 2010 and which are not expressly included in this Warranty as additional warranties or conditions are excluded.

This Warranty does not cover loss or damage caused by:

- wear and tear;
- misuse, abuse, incorrect installation or operation;
- failure to clean and maintain;
- incorrect voltage or non-authorised electrical connections;
- external conditions (such as electricity supply problems, power surges and dips, acts of God, exposure to heat, corrosion, insect or vermin adverse infestation);
- use of non-authorised or defective parts or globes;
- alteration in any way or used other than in accordance with their instructions or to items that have been repaired other than by Synnovate or a repairer approved by Synnovate; or
- where you bought the product for resale.

This warranty also does not apply to products situated outside of Australia.

