

Repair Warranty

1. Austin Engineering Limited and its wholly owned and controlled subsidiaries ("Austin") warrants that the Repairs supplied are free from material defect in parts or components and workmanship used in the Repair, subject to the Product being repaired not being considered fatigued, stressed by age or operation in any way. This warranty applies for a period of 6 months from the date of final invoice.
2. A reference to Repaired Product in these warranty terms and conditions does not include:
 - (a) Purchaser sourced and supplied materials, parts or components forming a part of the Repairs; and/or
 - (b) At Austin's discretion, Repairs performed as part of an on-site shutdown or an emergency repair.
3. The benefits to the Purchaser given by the warranties set out in clause 1 are in addition to other rights and remedies of the Purchaser under relevant legislation applicable to the territory in which the product is supplied.

Conditions of the Warranty

4. The warranties provided in this warranty are only available to the original purchaser ("Purchaser"), with proof of purchase and with claims made in writing within 30 days from the point in time when the defect becomes apparent or should have become apparent.
5. Austin will not be liable for any warranty claims made under clause 1 if any of the following apply:
 - (a) the Repaired Products are not installed, used or maintained in accordance with applicable instructions and/or specifications, including installation and site conditions provided by the Purchaser to Austin at the time of requesting the Repair;
 - (b) the Purchaser has not complied with any service instructions which Austin may give or any subsequent request as it relates to the Repair, which Austin may make from time to time in writing;
 - (c) the defect is caused by the use of materials, parts or accessory products that are not supplied, recommended, or approved by Austin;
 - (d) the Products are not maintained, prepared or installed by authorised installation contractors in circumstances where Austin has directed the Purchaser to ensure that the Repaired Products are maintained, prepared or installed by such authorised installation contractors; or
 - (e) the Repair, rectification or replacement of the Repaired Products is required as a result of normal wear and tear or necessitated in whole or in part by the fault or negligence of any person other than Austin; or
 - (f) prior to the Repair commencing Austin, at its sole discretion, deems a Product to potentially be beyond its life and/or a risk exists that the Product cannot be repaired without risk of failure. In such instances, Austin will inform the Purchaser in writing prior to commencing any Repair.

6. Further to clause 5 and without limiting clause 5, Austin under no circumstances will be liable for any claims, damages, or defects arising from or in any way attributable to:
 - (a) acts of God, fire, flood or other severe weather conditions or unusual climatic conditions;
 - (b) any other losses or damages (whether direct or indirect) including property damage or personal injury, consequential loss, economic loss or loss of profits arising in contract or negligence.
7. Where a claim has been accepted, Austin shall honour the remainder of the warranty as set out in clause 1 for the repaired portion of the Product, on the same terms and conditions as set out in this document, provided the rectification works have been performed by Austin and/or an Austin-approved supplier. Under no circumstances whatsoever will the original warranty be extended.

Remedies

8. Should the Purchaser's warranty claim be valid within the relevant warranty notification period as set out in clause 4, then the remedy provided by Austin will be limited to Austin repairing the Repaired section/s of the Product/s provided the claim is accepted by Austin.
9. This warranty cannot be relied upon by any other person and is not transferable.
10. Except as provided for in these terms and to the fullest extent permitted by law, all terms, statements, warranties and conditions whether express, implied, statutory or otherwise, relating to the Repair, the subject matter of these terms or to these terms generally are excluded. Nothing contained herein excludes or modifies any rights the Purchaser may have under relevant legislation applicable to the territory in which the product was repaired.

Disclaimer

11. Recommendations made by Austin are based on engineering best practice and are not a complete statement of all relevant data. As the operation of the Repaired Products is influenced by and relies on factors outside the control of Austin, Austin assumes no responsibility for such.
12. Austin reserves the right to refute any warranty claim where substantive evidence to support the cause of the repaired product failure cannot be clearly identified by Austin and/or an independent body, as agreed to by Austin and the Purchaser.
13. Unless specifically stated otherwise, the warranties under clauses 1, 2 and 3 apply only to Austin Repaired Products and installed according to the Austin guidelines (if supplied) and/or those supplied by the relevant original equipment manufacturer for the equipment.

Making Warranty Claims

14. The claimant (being the Purchaser) must make all warranty claims in writing. The claimant must be the original purchaser of the Austin Repair service and must retain all relevant documentation (in relation to the Repair of the product) as proof of purchase. Proof of purchase must be provided to Austin as part of the warranty claim.

Warranty claims can be addressed to:

The Manager

Austin Engineering Limited

By e-mail warranty@austineng.com.au

or via our website at

<https://www.austineng.com/through-lifesupport/>

15. Austin will respond to all warranty claims. This response may include an inspection by an Austin representative of the Repaired Product. The claimant will bear all costs and expenses of making the claim. However, reasonable costs and expenses, directly related to honouring this warranty, will be reimbursed to the claimant and/or borne by Austin in the event that the claim is accepted.