

What your warranty includes:

1. Acol warrants that the product as described in this warranty will be free from defects in materials or manufacture for 24 months from the day you purchase it.
2. Acol will at its discretion either replace or repair any product proven to be defective during the Warranty period in either materials or manufacture or alternatively pay the cost of repair or replacement.
3. This Warranty is personal to the original Purchaser and does not pass to any subsequent purchaser(s). No claims in respect of the product can be made after the expiration of the warranty period.
4. Acol will not be liable for:
 - a. Variations in, or matching of, colours or surface textures;
 - b. Where the product is used for a purpose or in conditions other than its intended purpose or conditions;
 - c. Any non Acol product used during or following installation;
 - d. Any failure to install or use the product in accordance with the Instructions supplied with the unit or available online;
 - e. Any failure to install the product in accordance with relevant codes and standards;
 - f. Loss or damage where the product has been modified;
5. Electrical accessories or components are limited to a 12 month Warranty from the date of purchase, and are reliant on the subsequent warranty policy of the individual supplier or manufacturer of the electrical accessories or components. Sourcing replacement components may be subject to lead-times. If the original electrical components are no longer available from the supplier, Acol may provide an alternative equivalent component; there may be a cost involved for any significant upgrades to a newer model.
6. When the goods are supplied on a "supply-only" basis, or on a "resale" bases from a retailer or trade-outlet, they are deemed to be "goods only" and do not include service. The warranty on such "goods only" (electrical) components, or complete products, is limited to the supply of replacement components or products and does not include any on-site (electrical) works or uninstalling & re-installing (electrical) components or products. Acol will only be able to replace (electrical) components if the product is returned to the Acol factory. Any costs associated with uninstalling & re-installing the product, as well as any shipping costs are at the expense of the customer. Any transport damage or loss while the product is in transit is the responsibility of the customer.
7. To the extent permitted by law, except as set out in this Warranty, Acol excludes all statutory or implied conditions and warranties and any other liability it may have to the Customer (including liability for indirect, consequential loss or liquidated damages) that may arise under statute or at law including without limitation for breach of contract, in tort (including negligence) or under any other cause of action.
8. To the extent permitted by law, except as set out in this Warranty, Acol limits its liability under any condition or warranty which cannot be legally excluded in relation to the supply of Goods and Services to:
 - a. Replacing the Goods or supplying equivalent Goods or Services again;
 - b. The Repair of the Goods;
 - c. The payment of the cost of replacing the Goods, or of having the Goods repaired, or of having equivalent Services supplied again; or
 - d. At its discretion, a (partial) refund up to the maximum of the original purchase value of the Goods or Service.

WHAT TO DO IF YOU HAVE A WARRANTY CLAIM

If you believe there is a quality issue with an Acol product, **please first contact Acol Technical Support on Toll free # 1800 010 566** and we will strive to resolve any issues with you directly, even when you purchased the product through one of our channel partners. In some cases we may require you to return the product to the channel partner where you purchased it from, or return ship it to Acol (at your cost). Acol may in some cases elect to arrange pick up by a courier, in which case you are to make the product available for collection. You are responsible for removing the defective product and installing the repaired or replacement product. If you return any product to the supplier from which you purchased it, then please provide copy of the receipt and original packaging material if possible, or equivalent suitable transport packaging. You are responsible for all transportation (and any applicable insurance costs) of transporting the product to the supplier and transporting the replaced or repaired product from the supplier. Note, your supplier may not necessarily provide a refund, unless this is deemed reasonable (generally within 30 days); Acol policy is to repair or replace the product.

FURTHER INFORMATION

1. The benefits to the consumer under this warranty are in addition to other rights and remedies of the consumer under the laws in relation to the goods and services to which the warranty relates; for further details please refer to: www.accc.gov.au/consumers/buying-products-and-services/warranties ;
2. 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.

IMPORTANT

Please complete the reply section of this Warranty and return it to Acol. Keep this section of your Warranty for your records, along with your dated proof of purchase.

ACOL SKYLIGHTS & ROOF WINDOWS PTY LTD
17-23 VALLEY STREET, OAKLEIGH SOUTH, VICTORIA 3167
1800 010 566
ACOLSKYLIGHTS.COM.AU

Please Complete this section and return to Acol Skylight Company

Purchasers Name

Address

Retailers Name

Retailers Address

Product purchased

Date of Purchase

Proof of purchase to be attached (copy of receipt etc)

Please post to: 26 Simcock Street, Somerville VIC 3912