

Warranty Statement

- a. MacDonald Industries' Australia 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.
- b. All items must be installed as per manufacturers installation instructions and the AS3500 Series, the NCC Volume 3 and any other local authority requirements.
- c. MacDonald Industries' standard warranty is 90 days on all labour and 12 months on parts.
- d. The warranty does not extend to goods that are misused, installed incorrectly, damaged in any way by a third party beyond the control of MacDonald Industries, or where goods have not been maintained.
- e. Should the Purchaser need to make a claim under the warranty then they must first contact MacDonald Industries notifying MacDonald Industries that it seeks to make a claim. The contact details for MacDonald Industries are:
sales@macdonaldindustries.com.au
- f. All goods are to be returned to MacDonald Industries at the Purchaser's expense to enable any warranty to be undertaken.
- g. Any warranty work will only be carried out during normal working hours. Should this not be possible or practical, extra charges for labour will apply.