

## RETAIL WARRANTY TERMS & CONDITIONS

**Effective Date:** 01/01/2026

**Issued By:** Aussie Lifts Pty Ltd ("Aussie Lifts", "we", "our", or "us")

**Applies To:** Customers who purchase lifts supplied and installed directly by Aussie Lifts ("Customer", "you", or "your")

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### 1. Warranty Period

1.1. Aussie Lifts warrants that each lift supplied and installed by us will be free from defects in materials and workmanship for a period of **thirty-six (36) months** from the date of practical completion and handover.

1.2. This warranty applies only to the **original purchaser at the original installation address** and is not transferable without written approval from Aussie Lifts.

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### 2. Servicing & Maintenance Requirements

2.1. To maintain warranty coverage, the lift must be serviced in accordance with the **Aussie Lifts Service and Maintenance Schedule**, as follows:

- **Residential applications:** minimum every 12 months
- **Commercial applications:** minimum every 6 months

*Note: Depending on usage, environment, or exposure to the elements, more frequent servicing may be required.*

2.2. Servicing must be carried out by **Aussie Lifts or an authorised service provider** using approved parts and procedures.

2.3. Aussie Lifts may request evidence of servicing, including service reports or maintenance records.

2.4. Failure to service the lift in accordance with these requirements may result in the warranty being **reduced or voided**.

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### 3. What This Warranty Covers

3.1. Subject to these terms, Aussie Lifts will, at its discretion:

- Repair, or
- Replace

any component found to be defective in materials or workmanship during the warranty period.

3.2. If a component is replaced, the replacement part will be covered for the remainder of the original warranty period.

3.3. Aussie Lifts may require inspection or testing of the component before confirming warranty coverage.

3.4. Replacement components may be substituted with equivalent or improved parts where original parts are unavailable.

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## 4. Labour & Access

4.1. Labour required to repair or replace a warrantable defect is **covered** when carried out by Aussie Lifts during normal business hours.

4.2. This warranty does **not** cover:

- After-hours call-outs
- Emergency call-outs unrelated to a warrantable defect
- Building works, scaffolding, cranes, or special access equipment
- Removal or reinstatement of walls, floors, cabinetry, or finishes

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## 5. Exclusions from Warranty

This warranty does not cover defects or damage caused by:

- Misuse, abuse, neglect, vandalism, or accidents
- Acts of God (including flood, storm, lightning, fire, or earthquake)
- Normal wear and tear
- Consumable items, including but not limited to **batteries, oil, grease, seals, and light globes**
- Power surges or electrical faults external to the lift
- Cosmetic deterioration, including faded paint or surface discolouration
- Corrosion or environmental damage (including salt air exposure or flooding)
- Structural movement of the building, slab, or supporting structure
- Modifications or repairs not authorised by Aussie Lifts
- Use of non-genuine or non-approved parts, lubricants, or accessories
- Operation of the lift outside the conditions specified in Aussie Lifts' documentation

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## 6. Claim Procedure

6.1. Warranty claims must be lodged with Aussie Lifts **as soon as reasonably practicable** after the issue is identified.

6.2. Claims must include:

- Lift model and serial number
- Description of the issue
- Supporting photographs or videos where requested

6.3. Aussie Lifts will assess the claim and advise whether it is accepted, partially accepted, or declined.

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## 7. Australian Consumer Law

7.1. This warranty is provided **in addition to** your rights under the Australian Consumer Law (ACL).

7.2. Our goods come with guarantees that cannot be excluded under the ACL. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage.

## 8. Limitation of Liability

8.1. To the extent permitted by law, Aussie Lifts' liability under this warranty is limited to the repair or replacement of defective components.

8.2. Aussie Lifts is not liable for indirect or consequential losses, including loss of use, business interruption, or loss of profit, except where required by law.

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## 9. Spare Parts Availability

Aussie Lifts guarantees the availability of spare parts for a minimum of **seven (7) years** from the end of the product's manufacture date.

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## 10. Misuse & Operating Conditions

Operating the lift outside the limits specified in Aussie Lifts' operating manuals, load ratings, or safety instructions may void this warranty.

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## 11. Governing Law

This warranty is governed by the laws of **Queensland, Australia**, and any disputes will be subject to the jurisdiction of the courts of that State.