



Warranty Conditions

THIS WARRANTY is given by Sherda Pty Ltd, Trading as Maslen Australia and is subject to the obligations and exclusions set out below.

The products are warranted against defects in material and workmanship for a period of 12 months from the date of sale, such date of sale being deemed to be the date on the Maslen Australia invoice for the products. If any product is defective in material and/or workmanship (normal wear and tear excepted) during the warranty period. Maslen Australia or its authorised representative will, during Maslen Australia's established factory operating hours, make available necessary replacement parts. Replacement parts may be reconditioned and/or used. Parts that are replaced remain the property of Maslen Australia.

Obligations

1. THIS WARRANTY will be honoured only on presentation of the original invoice issued by Maslen Australia.
2. During the warranty period the customer must notify Maslen Australia by telephone of any defective product, material and/or workmanship.
3. Transportation (including pre-payment of freight and insurance charges) of the products to and from the premises designated by Maslen Australia is the responsibility of the customer.
4. Maslen Australia is not liable for any labour charges involved in a warranty claim whatsoever.
5. If Maslen Australia provides maintenance or responds to a call that is outside the scope of this warranty, such maintenance and parts shall be due and payable in full upon receipt of invoice.

Exclusions

1. THIS WARRANTY shall not cover a product with missing or altered original identification marks including manufacturer's trademarks.
2. THIS WARRANTY does not apply to any product that has been subjected to tampering, alteration, misuse, abuse, neglect, improper installation or transportation damage whether or not the transport was arranged by Maslen Australia or whether or not the goods are carried by Maslen Australia.
3. THIS WARRANTY shall not apply to broken glass or faulty heater wire or elements or to powder coated surfaces, or to adjustments, repairs or replacements necessitated by any cause beyond the control of Maslen Australia (whether foreseeable or not). Including but not limited to any malfunction, defect or failure caused by or resulting from improper unpacking or installation, unauthorised service or parts, improper maintenance or cleaning or modification or repair by someone other than Maslen Australia.
4. Maslen Australia will not be required to make adjustments, repairs or replacements if the product is installed or used at a location deemed by Maslen Australia to be hazardous to health and safety or if Maslen Australia is not provided with free and reasonable access to the product.
5. THIS WARRANTY shall not apply if the products are not paid for in full by the due date for payment.

Except as expressly provided above and except to the extent permitted by applicable law, Maslen Australia makes no other warranties, express or implied (including but not limited to any implied warranty of merchantability or fitness for a particular purpose. Or any warranty arising from course of dealing or usage of trade). Maslen Australia expressly disclaims all warranties not stated herein. In the event that the product is not free from defects as warranted, the customer's sole remedy shall be repair or replacement as provided above. Under no circumstances shall Maslen Australia be liable to the customer, or to any other user for any damages including any incidental or consequential, expenses or lost profits, or lost savings, or any other damages arising out of the use or inability to use the product. Regardless of Maslen Australia or its representatives have been advised of the possibility of such damages. All products are tested before leaving the factory. Insert doors are hung and adjusted in the frame with which they will be installed.

Warranty claims are to be dealt with as follows:

1. The customer is to contact Maslen Australia with the full product description, the original invoice number, and serial number where applicable.
2. Maslen Australia will then authorise the customer to return the defective part/s.
3. A new or repaired product will be invoiced and shipped from the Maslen Australia factory as soon as possible.
4. Upon receipt of the defective part, the warranty status shall be checked and if verified the appropriate credit will be issued.

Maslen Australia reserves the right to discontinue or change at any time, specifications, designs, or material without notice and without incurring any obligations.